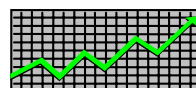


SURVEY OF VETERANS SATISFACTION WITH THE VA COMPENSATION AND PENSION CLAIMS PROCESS

2003 Summary Report

**National and Regional Office (RO) Results
and Performance Trends**

Bringing the
"Voice of the Customer"
into Decision-making



**Surveys and Research Staff
Office of Performance Analysis and Integrity
Veterans Benefits Administration
March 2004**

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Executive Summary

- Nationally, **59.4 percent** of all surveyed veterans were very or somewhat satisfied with the way their claims were handled. This is a **significant increase** from the percent satisfied in 2002 (57.8 percent), and continues the significant trend upward for the second year in a row. The percent satisfied in 2003 is also significantly higher than the satisfaction rates of any of the previous 6 years. The four regional offices with the highest overall satisfaction in 2003 were St. Paul (72.6 percent), Lincoln (71.1 percent), Fargo (69.5 percent) and White River Junction (68.6 percent).

- The following item was identified as an area of importance to satisfaction with claim handling on which VA is performing well (more than 70 percent of veterans indicated satisfaction):

Claims process reflected the courtesy, compassion, and respect due to a U.S. veteran.

- The following items were identified as areas of importance to satisfaction with claim handling on which VA could be performing better (less than 70 percent of veterans indicated satisfaction):

Amount of time to claim decision was very or somewhat reasonable.

VA's evaluation of the claim was very or somewhat fair.

Veteran very or somewhat satisfied with VA's decision regarding their claim.

VA employees were very or generally helpful.

VA fully addressed all questions, concerns, and complaints.

VA treated respondent as an individual, not just a claim to be processed.

- These five areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the handling of a claim. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with claim handling:

VA's evaluation of the claim was very or somewhat fair.

VA fully addressed all questions, concerns, and complaints.

Current status of claim (whether granted or denied).

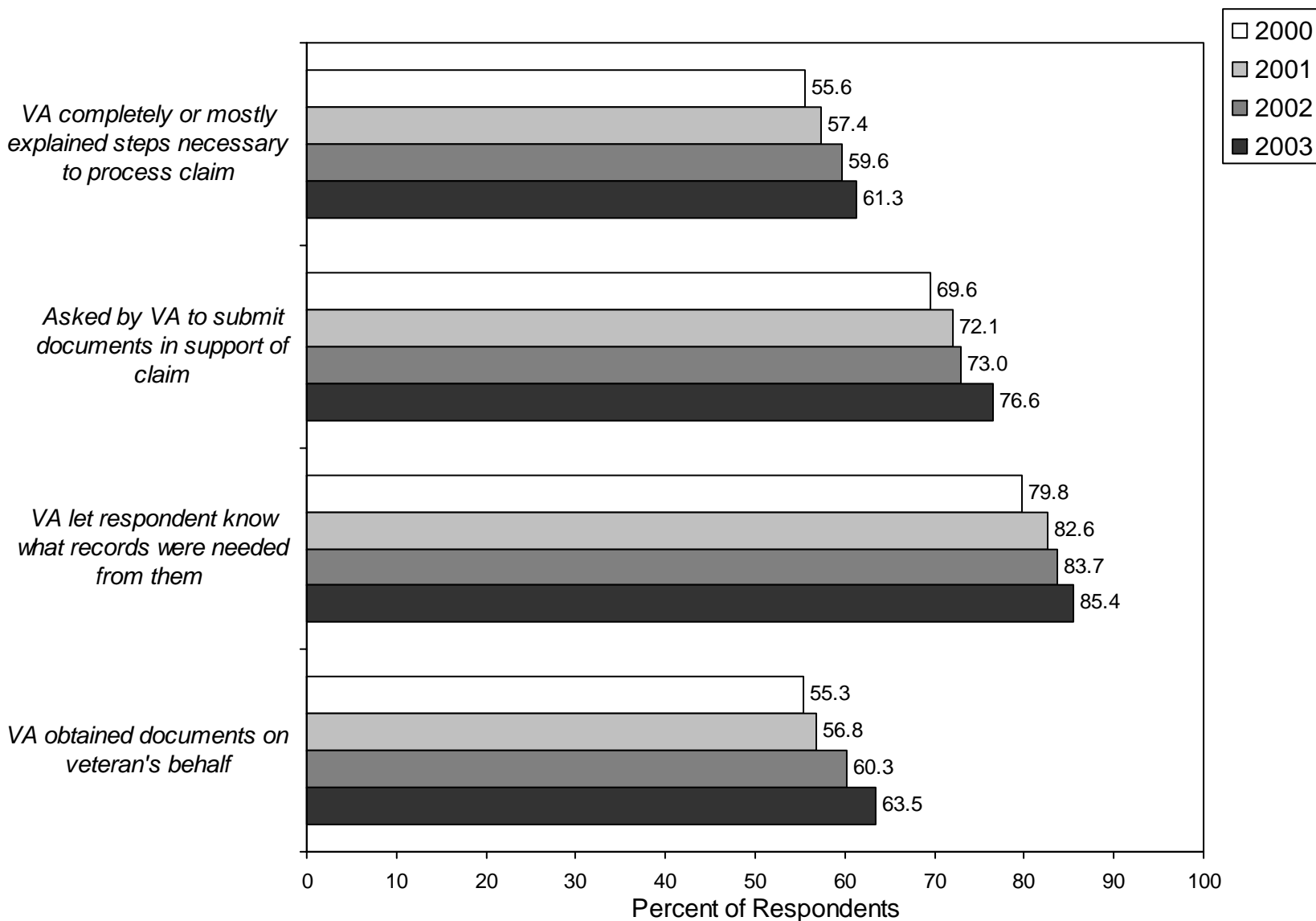
Amount of time to claim decision was very or somewhat reasonable.

VA kept veterans informed of the status of their claim.

NOTE: The words veterans, customers, claimants, and respondents are used interchangeably throughout the report and represent all possible respondents: veterans, their spouses, widows/widowers, children, custodians of the aforementioned, and other valid respondents.

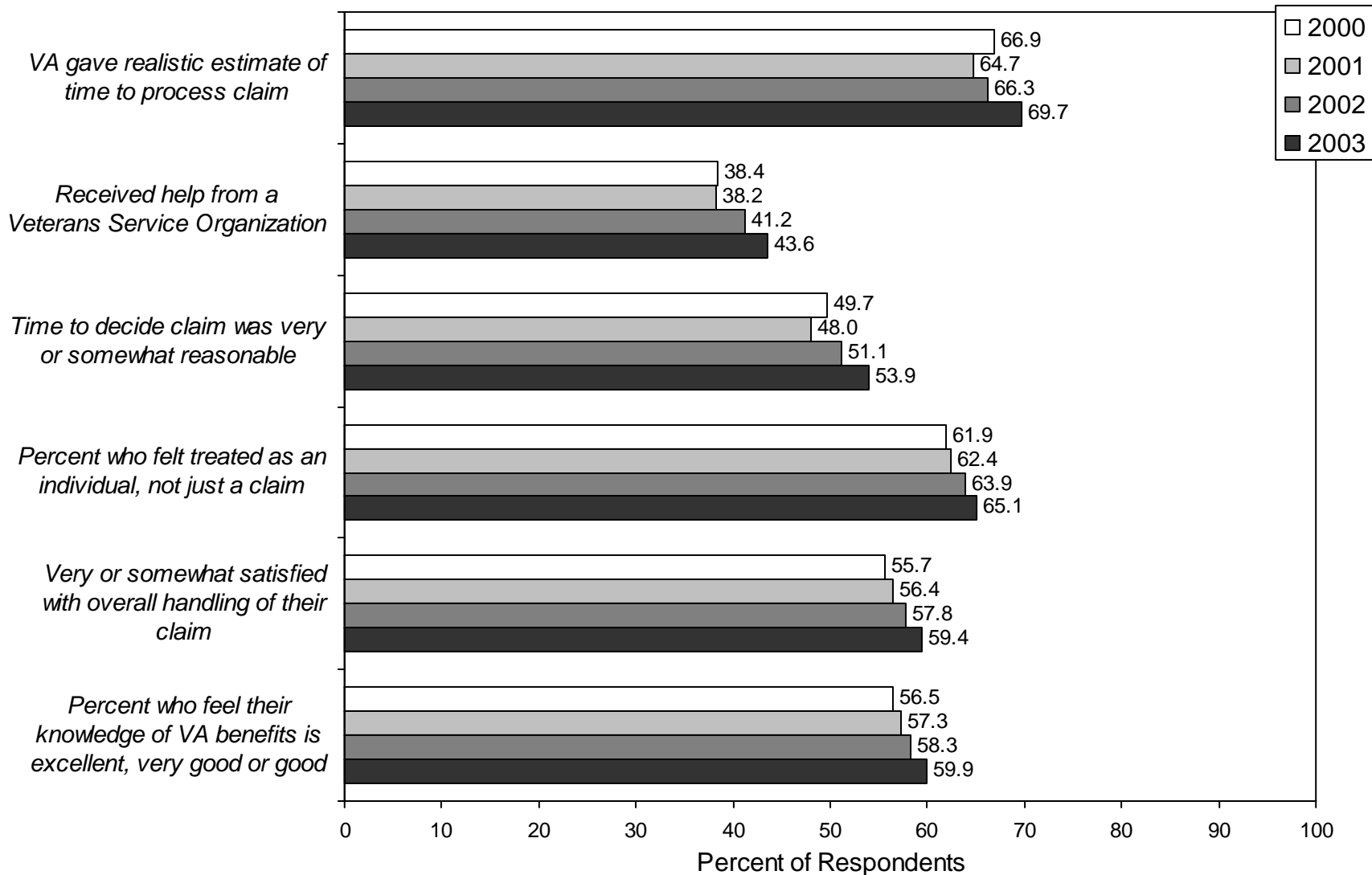
Executive Summary - Performance Improvements

- VA's performance **increased** significantly for **the third year in a row** on each of these customer service items, showing a clear trend of improving customer service in these areas. A summary of 2000-2003 national performance on each of the items follows below:



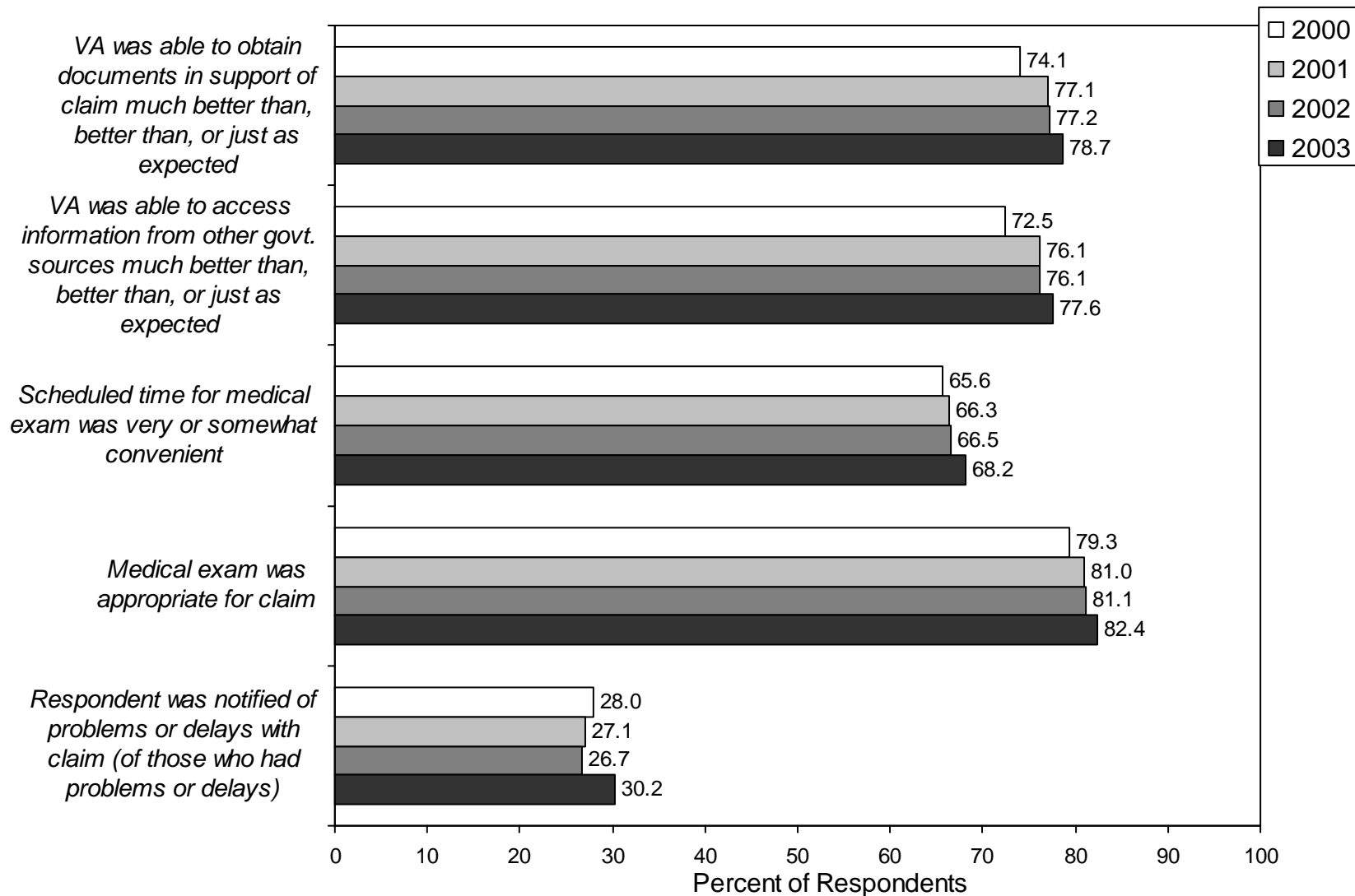
Executive Summary – Performance Improvements

- VA's performance also significantly **increased** on these customer service items **for the second year in a row**. Although performance did not significantly improve between 2000 and 2001 for these items, the 2000 statistics are shown for comparison purposes. A summary of 2000-2003 national performance on each of the items follows:



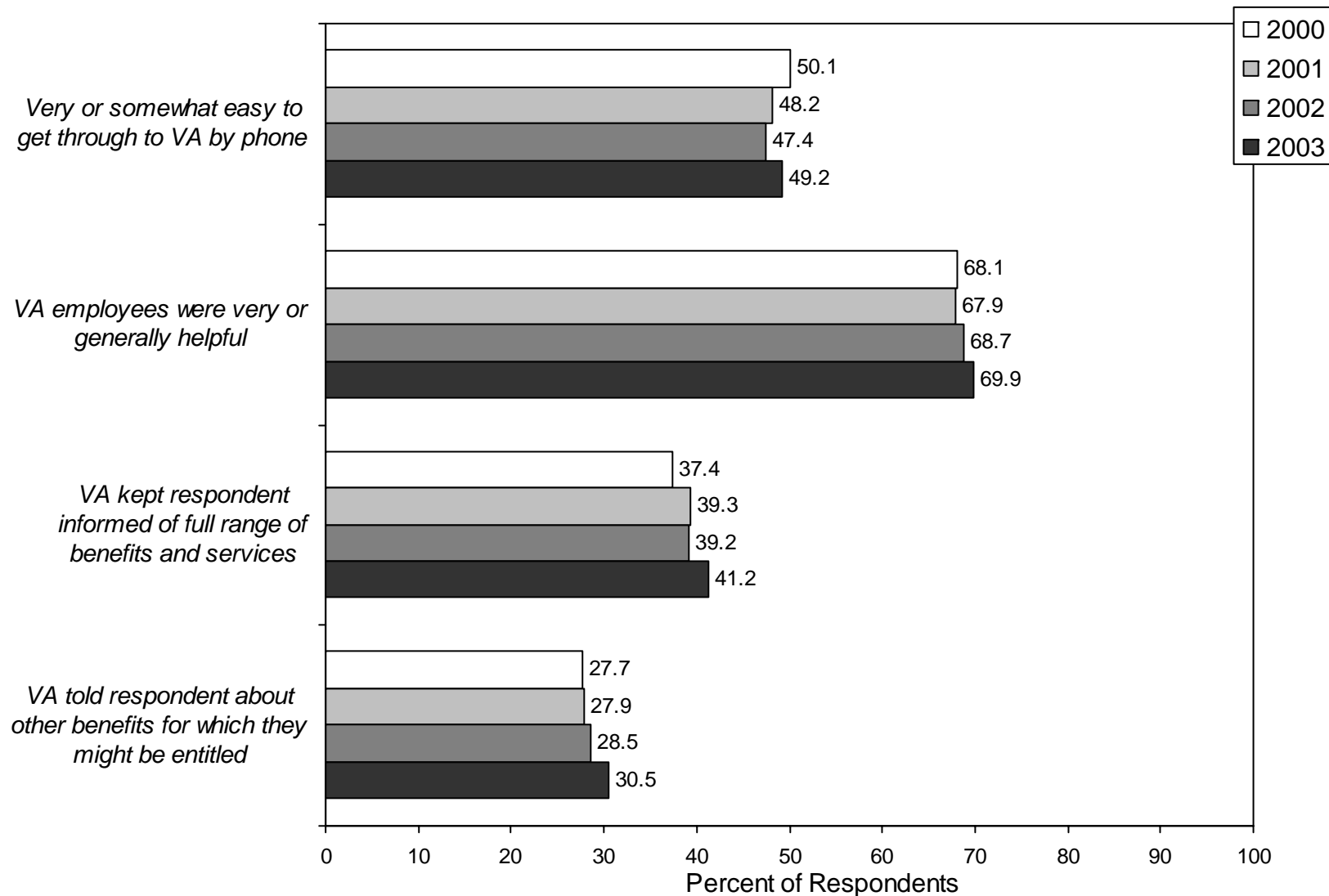
Executive Summary – Performance Improvements

- VA's performance significantly **increased** on these customer service items **between 2002 and 2003**. Although performance did not significantly improve between 2000 and 2002, the 2000 and 2001 statistics are shown for comparison purposes. A summary of 2000-2003 national performance on each of the items follows:



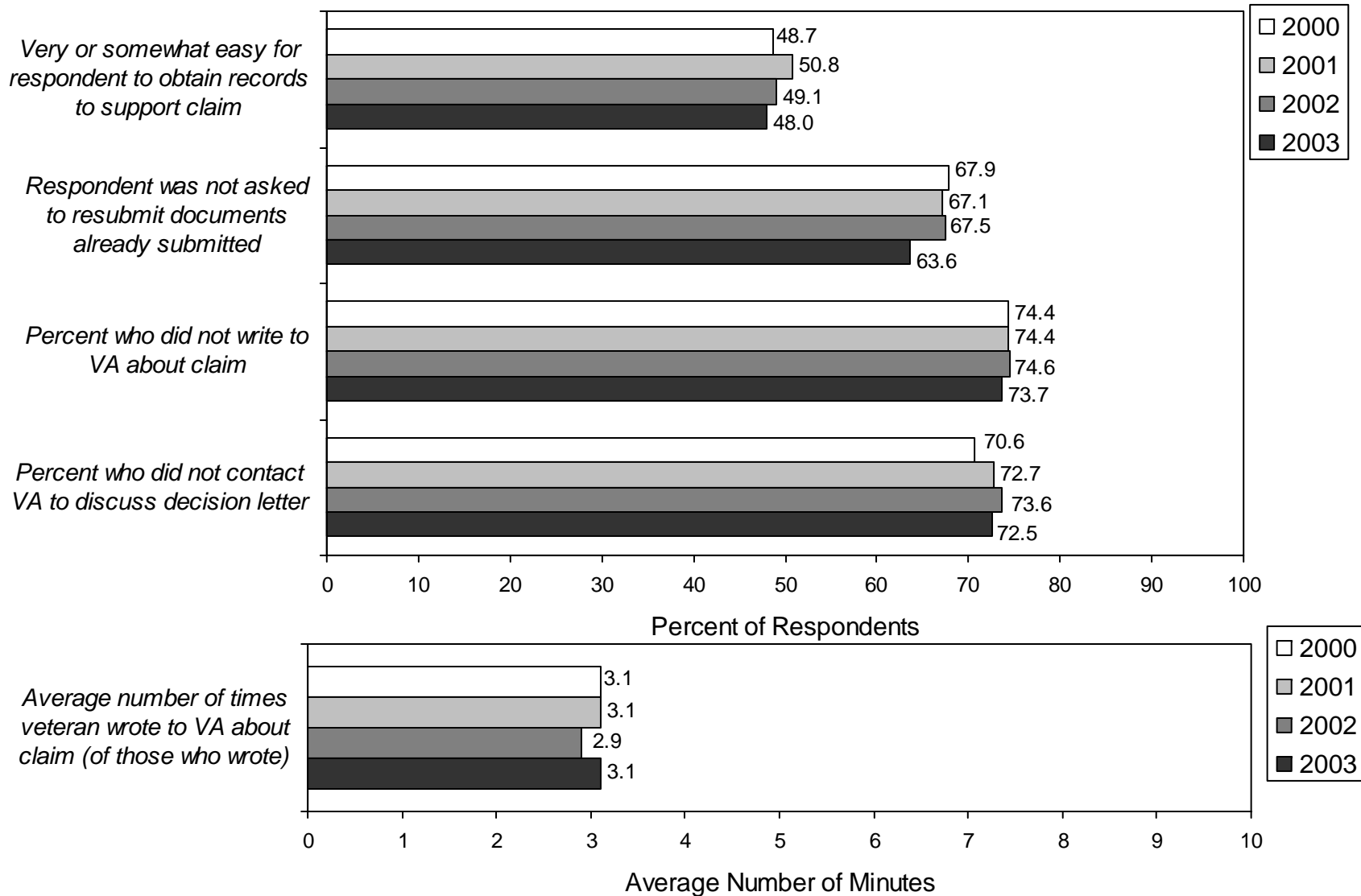
Executive Summary – Performance Improvements

- VA's performance significantly **increased** on these customer service items **between 2002 and 2003**. Although performance did not significantly improve between 2000 and 2002, the 2000 and 2001 statistics are shown for comparison purposes. A summary of 2000-2003 national performance on each of the items follows:



Executive Summary – Performance Declines

- VA's performance significantly **decreased** on these customer service items **between 2002 and 2003**. Although performance may not have changed significantly between 2000 and 2002, the statistics are shown for comparison purposes. A summary of 2000-2003 national performance on each of the items follows:



Introduction

This document presents the results of the 2003 *Survey of Veterans Satisfaction With the VA Compensation and Pension Claims Process* for the Nation and for each of the fifty-seven surveyed ROs on selected survey questions. Data are given for each of the last four years of the survey's administration, and results were significance-tested at the national and RO levels for performance differences between the two or three most recent years, 2003, 2002 and 2001*.

The information contained in this report represents the outcome of a scientifically designed survey, using a random sample of persons whose claims were recently completed (granted or denied) as well as a smaller number of persons whose claims were still pending at the time of the survey. These quantitative data represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups.

The survey has been administered annually since 1996, in response to two government-wide directives which were issued in 1993. First, the Government Performance and Results Act (GPRA) was passed and signed into law in August of 1993. Through the strategic planning process, this Act calls for agencies to create performance measures, including measures of customer service. Second, President Clinton issued Executive Order 12862, *Setting Customer Service Standards*, in September 1993, aimed at "Ensuring that the Federal Government provides the highest quality of service possible to the American people." The Executive Order establishes an explicit goal for the quality of service that is "equal to the best in business."

Given the requirements above, survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by GPRA.

* Statistically significant performance differences at the national and regional office levels have been highlighted throughout the report so as to distinguish them from the insignificant differences that are due to sampling variability. However, while some national performance differences between 2002 and 2003 are *statistically* significant, those differences may not necessarily be *practically* significant. The large number of respondents included in national calculations caused, in some cases, differences as small as 0.5 percent to be deemed statistically significant. The reader must decide whether or not these small differences should realistically be used either to take corrective action or to evaluate the success of an initiative.

Methodology

Data for the 2003 *Survey of Veterans Satisfaction With the VA Compensation and Pension Claims Process* were collected from 57 ROs (excluding Manila, Philippines) between November 2003 and January 2004.

The survey sample for each RO was selected to provide a cross-section of veterans or their families who had recently gotten a decision on a claim or whose claims are still pending. The following benefits ("end products") are represented in the sample:

- 010 Initial Disability Compensation Claim (8 or more issues)
- 020 Reopened Compensation Claim
- 110 Initial Disability Compensation Claim (less than 8 issues)
- 120 Reopened Pension Claim
- 130 Dependency Issue
- 140 Initial Claims for Service-connected Death Benefits
- 150 Income, Estate, or Election Issue
- 180 Initial Disability Pension Claim
- 190 Initial Survivors Pension Claim

These nine end products were selected on the basis of their relatively high contribution to the VA RO staff workload and because they were initiated by the claimant rather than VA. Samples were drawn to match as closely as possible the distribution of end products within each RO. The sampling method was also designed to have about one-third of the cases represent pending claims and two-thirds representing completed claims. An ongoing file of completed claims by date of completion was created for each end product for each regional office, starting from approximately February 1, 2003, to July 31, 2003. The existing Pending Issue File as of July 31, 2003, was used to select pending cases. The distribution of the sample by end product reflects the proportionate distribution (within the nine end product categories) of claims completed during the 12 months prior to July 31, 2003, as reported in VBA's COIN DOOR Report (RCS#20-0207).

The sample files were run through a specialized computer program to exclude veterans with foreign addresses (e.g. APO, FPO), veterans who were in nursing homes, who were deemed incompetent, and who were diagnosed and rated with severe psychological disabilities. In addition, the completed file was matched against the Beneficiary Identification and Record Locator Subsystem (BIRLS) to exclude death cases. Addresses were also run through the National Change of Address (NCOA) system to detect undeliverable addresses prior to mailing.

The goal of this year's survey administration was to obtain 400 completed surveys for each regional office. Assuming a 60 percent response rate, approximately 700 potential respondents per RO were needed to reach this goal. Approximately 384 responses were needed to yield a margin of error of ± 5 percentage points, assuming a 95 percent confidence interval, at the RO level. National-level statistics are more precise (have a smaller margin of error associated with them) than the RO-level statistics.

The overall response rate for the 2003 survey administration, considering all 57 surveyed regional offices, was approximately 62 percent (compared with 62 percent in 1999 and 2000, 58 percent in 2001, and 62 percent in 2002). The average number of completed surveys within each regional office was 416, and the total number of cases, considering all surveyed regional offices, was 23,713.

The *Survey of Veterans Satisfaction With the VA Compensation and Pension Claims Process* is administered on an annual basis in order to measure veteran satisfaction at the national and RO levels. The next administration is expected to begin in August 2004, with data available in January 2005.

Summary Statistics

Characteristic	Percent in Sample-2002	Percent in Sample-2003	Percent satisfied with handling of claim-2002	Percent satisfied with handling of claim-2003
Total	100.0	100.0	57.8	59.4
Gender				
Men	72.8	77.1	56.4	58.7
Women	27.2	22.9	61.6	62.2
Age				
18 to 24 years	1.9	1.9	68.6	63.1
25 to 34 years	3.5	3.6	55.3	57.1
35 to 44 years	8.9	9.4	52.1	55.4
45 to 54 years	24.5	23.0	54.4	56.4
55 to 64 years	23.4	29.5	58.1	58.8
65 to 74 years	16.9	13.9	57.7	59.9
75 years and older	21.1	18.6	63.5	66.4
Education Level				
Less than high school	9.2	7.8	66.2	67.7
Some high school	9.3	8.4	58.8	62.4
High school graduate or equivalent	27.5	26.9	60.8	61.8
Some college or technical school	34.4	35.9	54.7	56.2
College graduate or higher	19.6	21.1	55.5	57.9
Period of Service				
Before World War I	.1	.1	*	63.1
World War I	.3	.1	59.4	*
Between World War I and World War II	1.0	1.1	62.9	70.2
World War II	18.5	14.9	59.9	63.7
Between World War II and Korean Conflict	4.2	3.8	58.8	62.6
Korean Conflict	14.2	11.8	55.3	61.8
Between Korean Conflict and Vietnam Era	13.7	12.6	55.4	57.8
Vietnam Era	51.4	53.2	55.8	57.7
Between Vietnam Era and Gulf War Era	23.7	25.4	53.2	54.9
Gulf War Era	16.9	19.7	55.7	56.5

* Category has less than twenty respondents

Summary Statistics

Characteristic	Percent in Sample-2002	Percent in Sample-2003	Percent satisfied with handling of claim-2002	Percent satisfied with handling of claim-2003
End Product (see page 11 for descriptions)				
010	2.5	2.8	63.1	65.7
020	39.1	40.2	49.1	51.6
110	11.6	13.0	57.8	62.6
120	5.5	4.8	62.3	61.4
130	20.4	21.4	65.0	65.3
140	2.3	2.4	65.7	69.5
150	11.5	9.2	66.0	65.7
180	3.4	2.9	71.2	73.9
190	3.7	3.4	59.3	60.5

The chart on this and the previous page shows the demographic composition of the 2002 and 2003 survey respondents. It also shows, for each category of each demographic characteristic, the percent who were satisfied with the handling of their claim. Significant differences between 2002 and 2003 satisfaction levels are **bolded** and *italicized*.

Significant findings

- A higher percentage of male respondents were satisfied with claim handling in 2003 (58.7 percent) than in 2002 (56.4 percent).
- A higher percentage of respondents aged 35 to 44 were satisfied with the handling of their claims in 2003 (55.4 percent) than in 2002 (52.1 percent). Also, a higher percentage of those aged 45 to 54 and those 75 and older were satisfied in 2003 vs. 2002 (56.4 percent vs. 54.4 percent and 66.4 percent vs. 63.5 percent, respectively).
- There was a significant increase in overall satisfaction for those with some high school education (from 58.8 percent in 2002 to 62.4 percent in 2003) and college graduates (from 55.5 percent in 2002 to 57.9 percent in 2003).
- Respondents who served during World War II were more satisfied with claim handling in 2003 (63.7 percent) than in 2002 (59.9 percent); and those serving during the Korean Conflict were also more satisfied in 2003 (61.8 percent) vs. 2002 (55.3 percent).
- A higher percentage of those with Initial Disability Compensation Claims (with less than 8 issues) were satisfied with claim handling in 2003 (62.6 percent) than in 2002 (57.8 percent).

Satisfaction with Claim Handling

Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the thirty-eight variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the handling of a claim, and
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with the handling of a claim*. These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with the handling of a claim. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who received all or most of the information they needed from their contact with the VA Regional Office). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

Quadrant I: Critical Improvement Areas (high importance, low performance)

Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal line in the plot represents importance and is placed at .60, which indicates relatively high correlation. The vertical line represents performance and is placed at 70.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed on the following pages. These numbers also refer to the question numbers used in the questionnaire.

Satisfaction with Claim Handling

Items in Quadrant Analysis

Quadrant I contains six (6) items on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with claim handling.

- **Question 62** Amount of time to claim decision was very or somewhat reasonable.
- **Question 68** VA's evaluation of the claim was very or somewhat fair.
- **Question 69** Satisfied with VA's decision regarding the claim.
- **Question 72** VA employees were very or generally helpful.
- **Question 75** VA fully addressed all questions, concerns, and complaints.
- **Question 77** VA treated you as an individual, not just a claim to be processed.

Quadrant II contains one (1) item on which VA is performing well and which is important to overall satisfaction. VA should maintain current practices and resources for this item so that performance does not decline and negatively affect satisfaction.

- **Question 73** Claims process reflected the courtesy, compassion, and respect due to a U.S. veteran.

Quadrant III contains eleven (11) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items.

- **Question 7** VA notified veterans of receipt of claim application.
- **Question 13** VA let you know what military or civilian records were needed from you to support your claim.
- **Question 16** VA's requests for records or other documents were very or somewhat reasonable.
- **Question 20** VA accessed claim information from other parts of VA, the military, or other govt. agencies much better, better, or just as expected.
- **Question 26** Medical exam seemed appropriate for the claim.
- **Question 39** VA employees were very or somewhat courteous on the phone.
- **Question 48** VA employees were very or somewhat courteous during your in-person visit.
- **Question 49** VA employees were able to give information about your particular claim during your visit.
- **Question 64** VA decision letter clearly explained all the reasons for the claim decision.
- **Question 65** VA decision letter clearly explained the claim decision in a way you could understand.
- **Question 70** Appeal process was clearly explained.

Satisfaction with Claim Handling

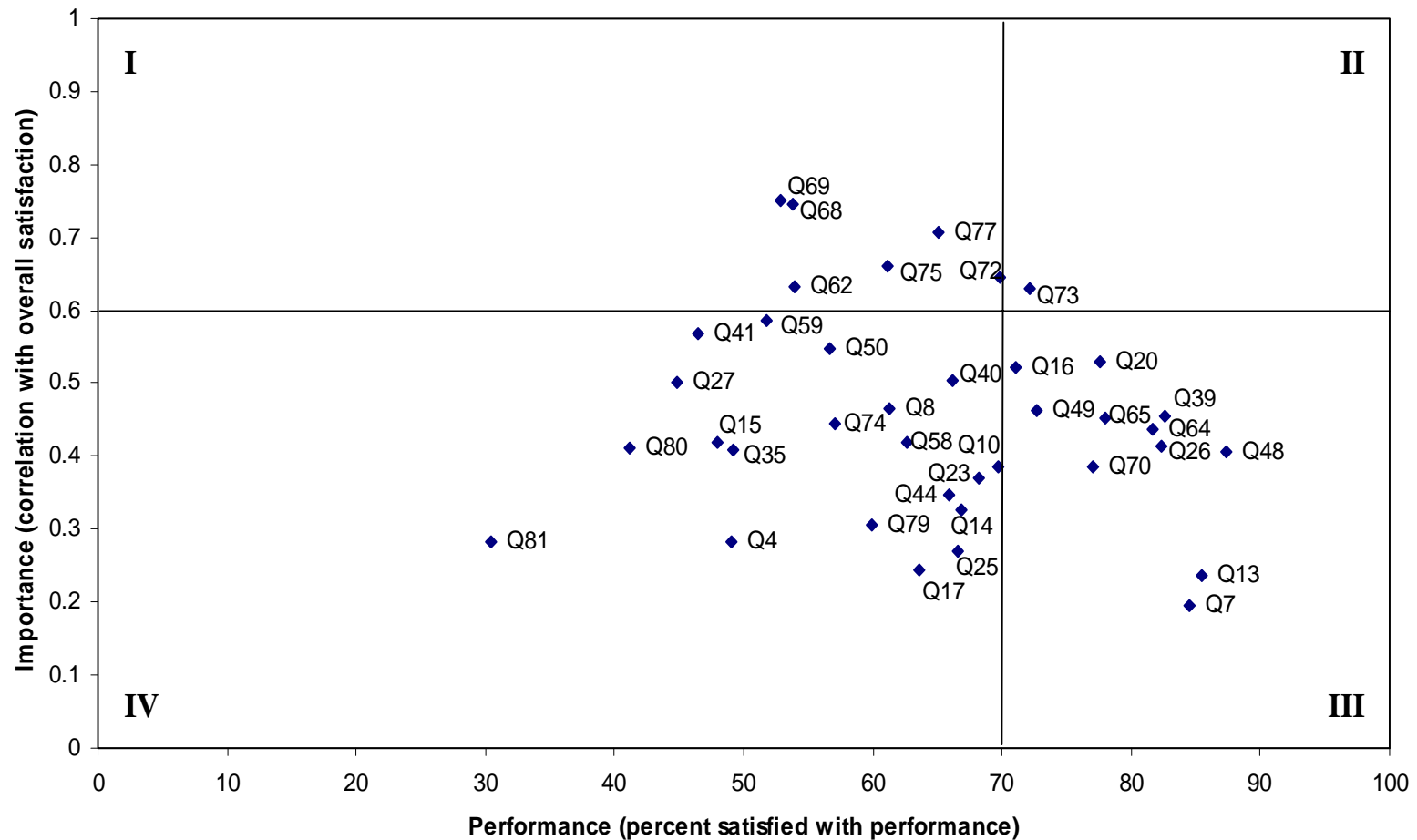
Items in Quadrant Analysis

Quadrant IV contains twenty (20) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought.

- **Question 4** Claim application form was very or somewhat easy to fill out.
- **Question 8** VA completely or mostly explained claim process steps.
- **Question 10** VA gave a realistic estimate of the time to process claim.
- **Question 14** VA let you know what military or civilian records were needed from you all at one time.
- **Question 15** Very or somewhat easy to obtain records to support claim.
- **Question 17** VA did not ask veteran to resubmit any records or documents that had already been given to them.
- **Question 23** Scheduled time for medical exam was very or somewhat convenient.
- **Question 25** Scheduled location for medical exam was very or somewhat convenient.
- **Question 27** VA kept you completely or mostly informed of claim status.
- **Question 35** Very or somewhat easy to get through to VA by phone.
- **Question 40** VA employees able to give information about particular claim over phone.
- **Question 41** Got all or most of needed information from phone contact with VA.
- **Question 44** Location of VA office was very or somewhat convenient.
- **Question 50** Got all or most of needed information from visit with VA.
- **Question 58** Very or somewhat easy to understand VA's written reply to veteran's letter.
- **Question 59** Got all or most of needed information from written correspondence with VA.
- **Question 74** Did not have to contact VA more than once about the same problem or question.
- **Question 79** Veteran's self assessment of knowledge of VA benefits is excellent, very good, or good.
- **Question 80** VA kept you informed of the full-range of VA benefits and services available.
- **Question 81** VA employees told you about other benefits for which you might be eligible.

Satisfaction with Claim Handling

Quadrant Analysis



Satisfaction with Claim Handling

Predictors of Claim Handling Satisfaction (Logistic Regression)

Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall process. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with the handling of a claim* as the dependent variable and considered individuals who had a *completed claim*. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied).

Five (5) independent variables were used in this model:

- 1) How fair was VA's evaluation of your claim?
- 2) Did VA fully address all your questions, concerns, or complaints?
- 3) What is the current status of your claim?
- 4) How reasonable was the length of time it took VA to arrive at a decision about your claim?
- 5) How completely did VA keep you informed of the status of your claim?

These five variables were chosen for the model because they were *asked of all respondents who had a completed claim*. Taken together, these five variables represent essential steps of the claim process, from informing the veteran of a claim status, to being able to answer veterans' questions, to being able to make a decision on a claim in a fair and timely manner.

Variables in the logistic regression summary chart on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who did not have any questions, concerns or complaints for VA were about 3 times more likely to be satisfied than veterans who had questions that VA could not fully address.

The logistic regression summary chart also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction.

Satisfaction with Claim Handling

Predictors of Claim Handling Satisfaction (Logistic Regression)

- In order to improve veterans' satisfaction with the handling of their claims, one would want to focus on these five issues, starting with the first (which had the greatest influence) and working through the last (which, taking into consideration the other four variables, had the smallest influence on satisfaction with claim handling).*

- Considering the effects of all five predictor variables, **fairness of the claim** evaluation was the strongest predictor of satisfaction with claim handling. Veterans who thought the evaluation of their claim was very or somewhat fair were over 8 times more likely to be satisfied with the handling of their claims than veterans who did not think the evaluation was fair.

- Veterans who had their questions fully addressed by VA were over 6 times more likely to be satisfied with the handling of their claims than veterans who had questions that VA was not able to fully address.

Claim evaluation was very or somewhat fair (compared with an unfair evaluation)

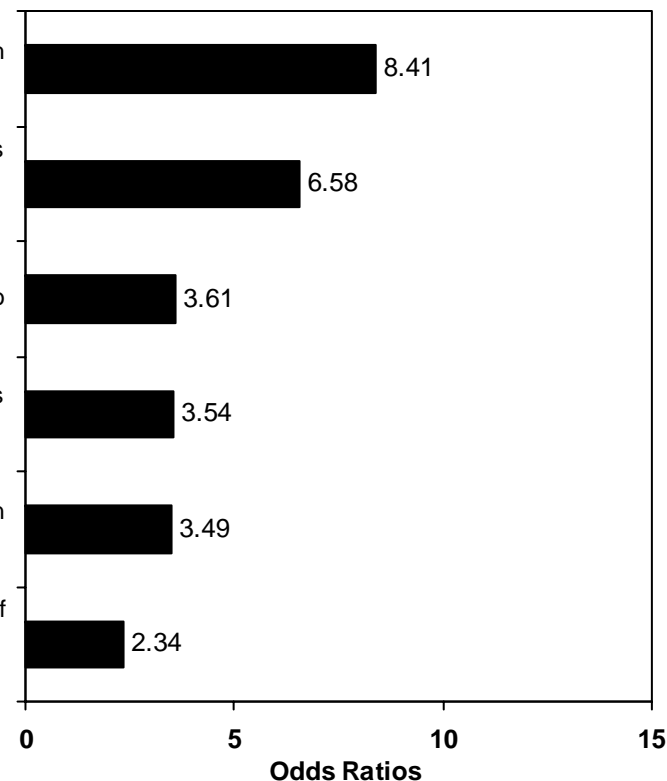
VA fully addressed all questions, concerns, and complaints (compared with having questions that VA was not able to fully address)

Veteran had no questions, concerns, or complaints (compared with having questions that VA was not able to fully address)

Claim was granted (compared with a claim that was denied)

Length of time it took VA to arrive at a decision about your claim was very or somewhat reasonable (compared with an unreasonable length of time)

VA completely or mostly kept you informed of the status of your claim (compared with having been kept informed of your claim status somewhat, only a little, or not at all)



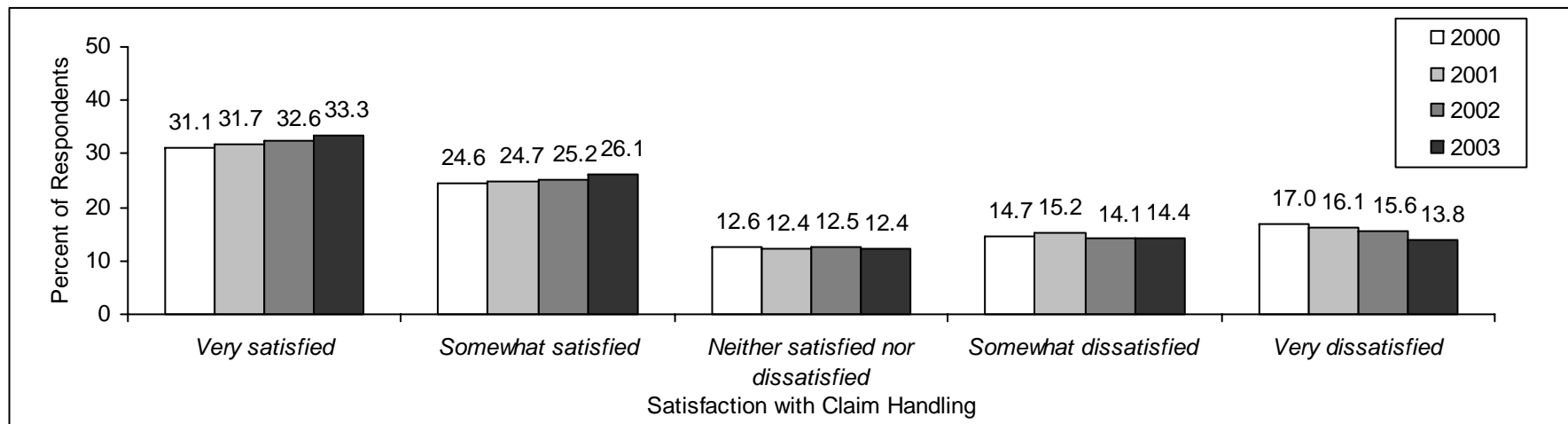
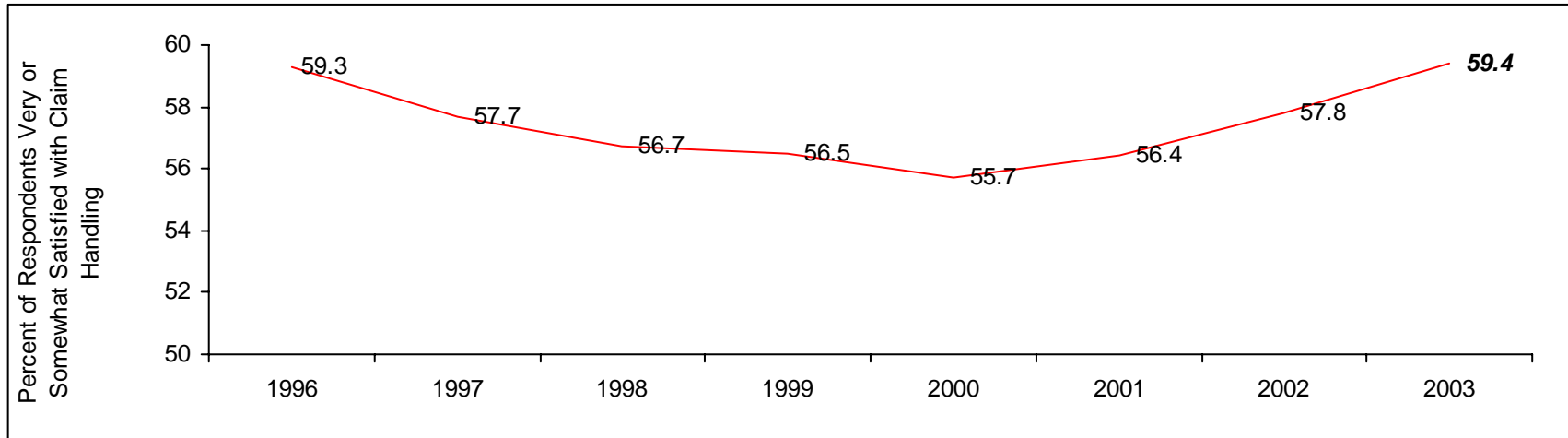
Percent correctly classified as either satisfied or dissatisfied: 85.5%

Number of cases included in this analysis: 13,201

- Respondents who had no questions for VA were also more likely to be satisfied (over 3 times more) than respondents who had questions that VA could not fully address.
- Those with granted claims were over 3 times more likely to be satisfied with the handling of their claims than veterans with denied claims. Also, veterans who received claim decisions in a timely manner were 3 times more likely to be satisfied with the handling of their claims than those who experienced unreasonable lengths of time to receive their decision.

National Performance Trends

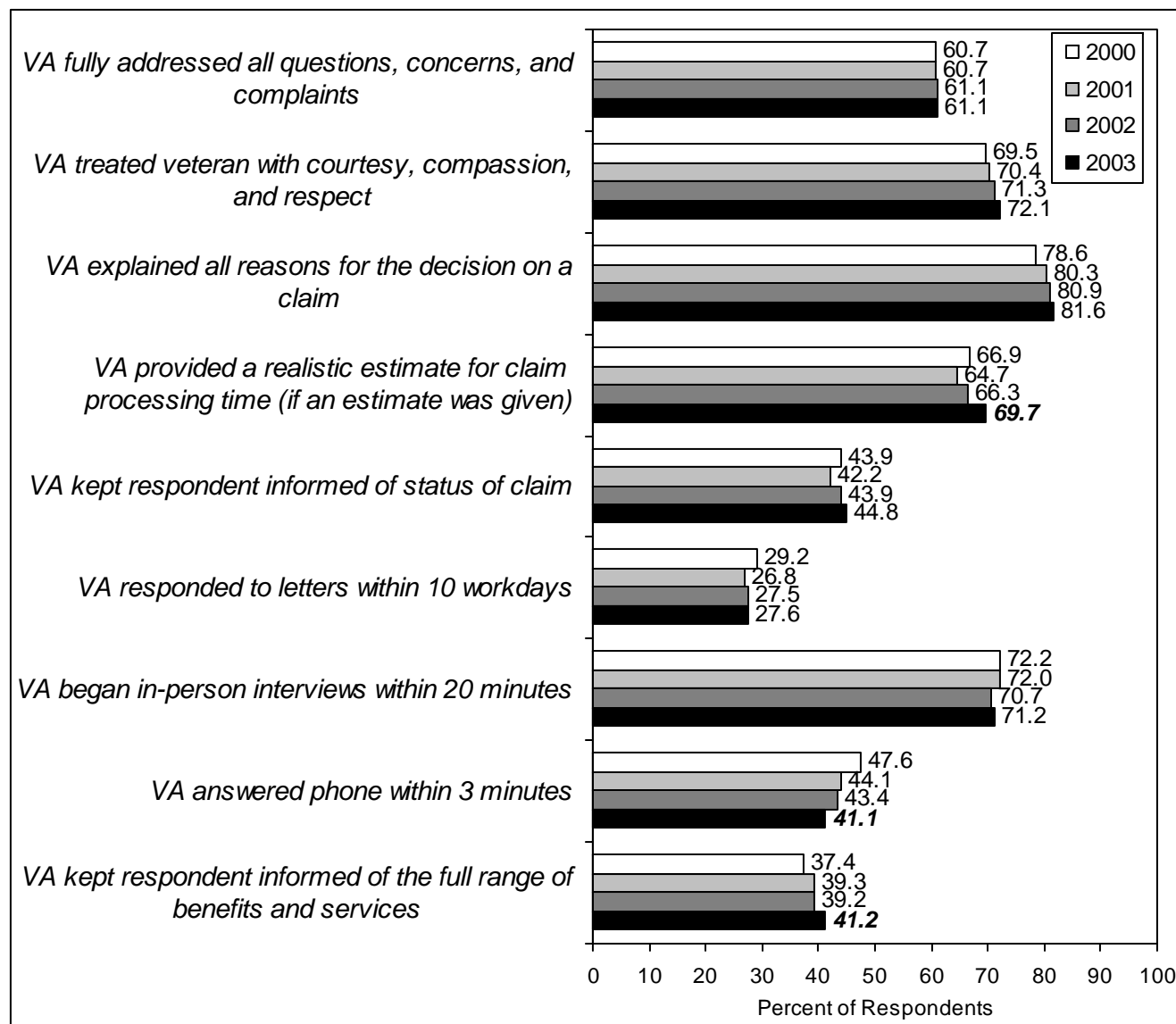
Chart 1: Satisfaction with Claim Handling



- The percent of those very or somewhat satisfied with the handling of their claim has increased significantly for the second year in a row, from 56.4 percent in 2001 to 57.8 percent in 2002 and then to 59.4 percent in 2003. For comparison purposes, the topbox scores from all survey administrations are shown (note that chart scale range is 50 to 60) as well as a more detailed breakdown of satisfaction for the last four years.
- Note: For this and all remaining charts, any statistically significant differences between 2002 and 2003 are **bolded** and *italicized*.

National Performance Trends

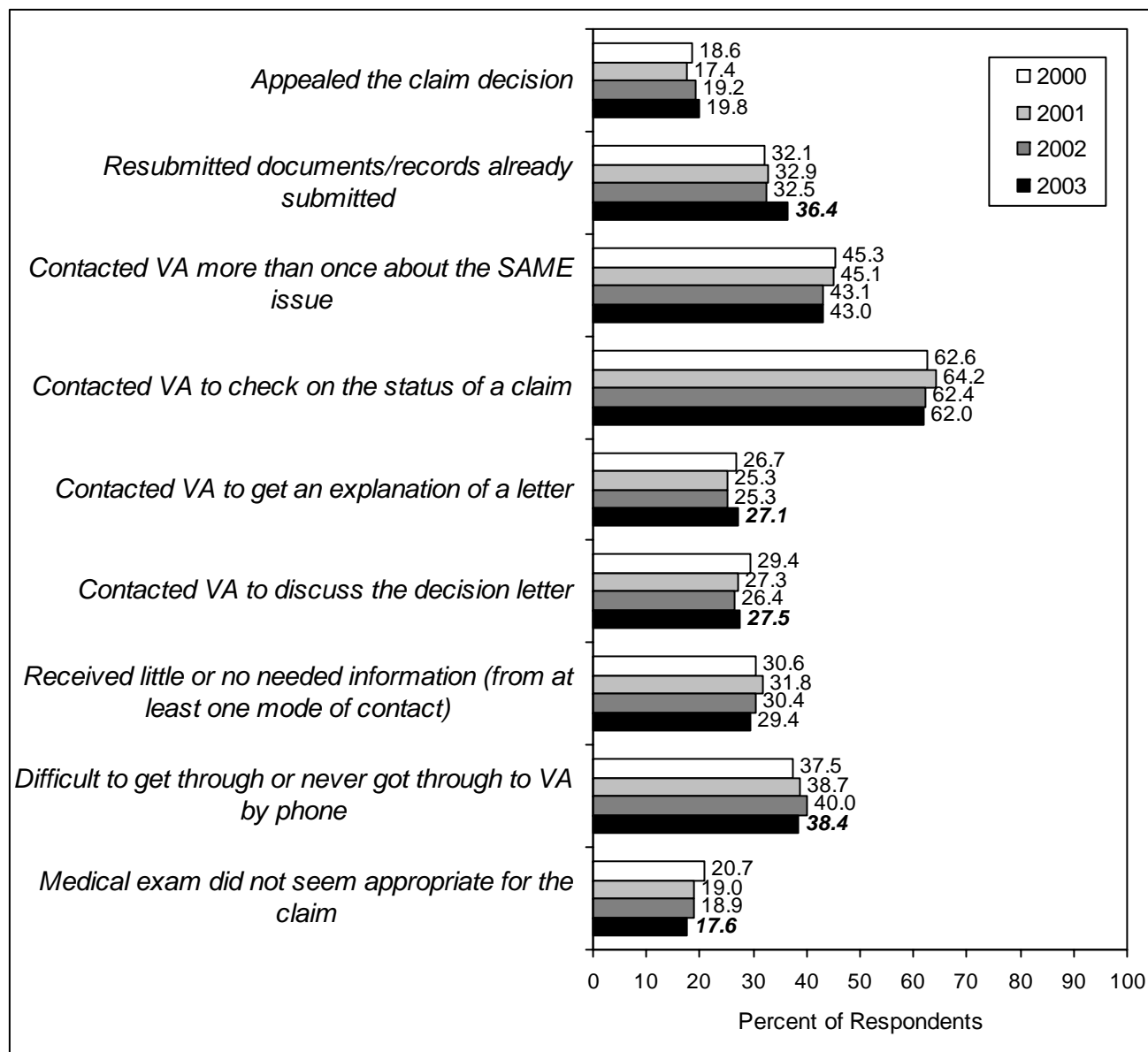
Chart 2: Selected VBA Customer Service Standards, 2000-2003



- The percentage who felt that VA provided a realistic estimate of the time it would take to process their claim increased significantly for the second year in a row, from 64.7 percent in 2001 to 66.3 percent in 2002 and then to 69.7 percent in 2003.
- The percentage of respondents who were kept informed of the full range of benefits and services available to them also increased significantly, from 39.2 percent in 2002 to 41.2 percent in 2003.
- The percentage of respondents who called VA and had their calls answered in less than 3 minutes significantly decreased, from 43.3 percent in 2002 to 41.1 percent in 2003.

National Performance Trends

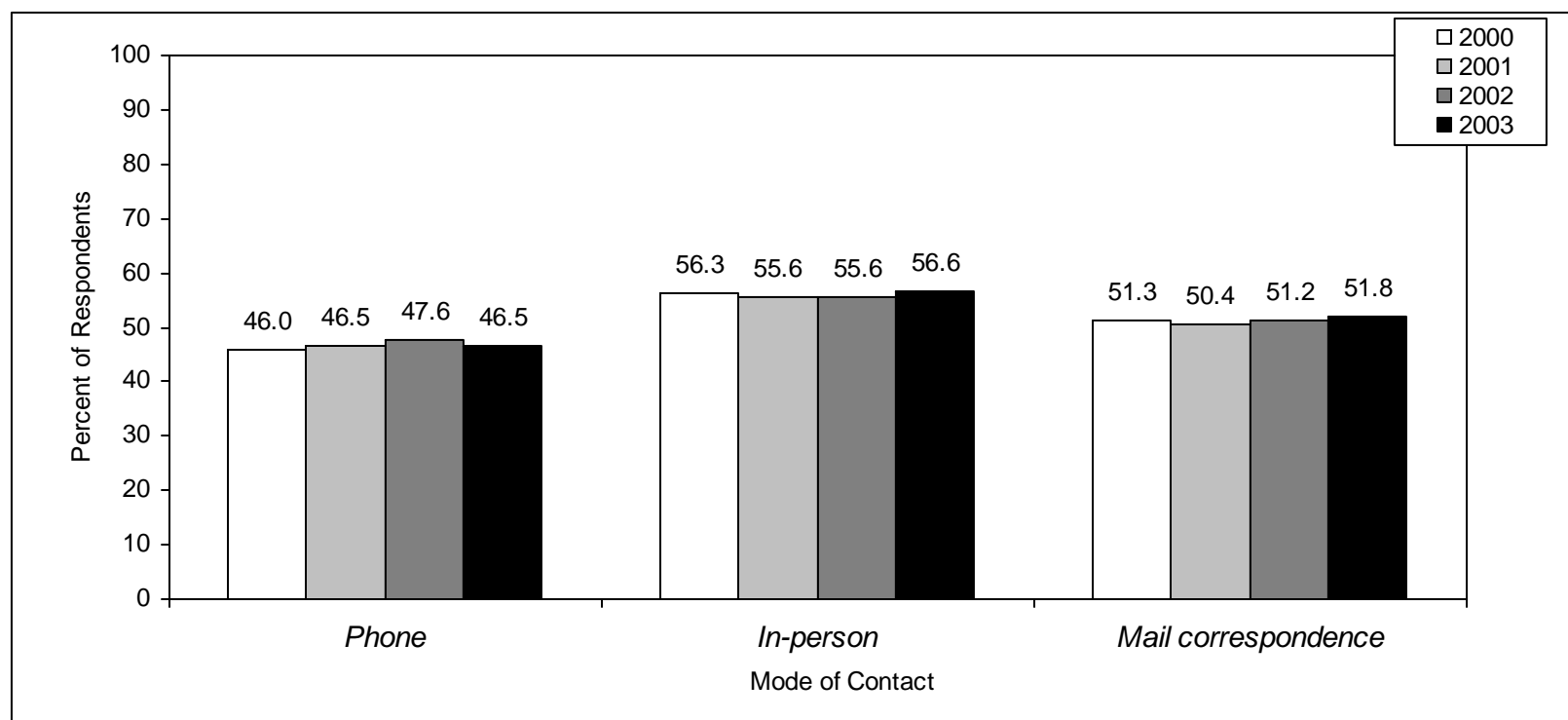
Chart 3: Respondent Frustration, 2000-2003



- The percentage of respondents who had to resubmit documents or records **increased** significantly from 32.5 percent in 2002 to 36.4 percent in 2003.
- Those who contacted VA in order to have a letter explained **increased** significantly from 25.3 percent in 2002 to 27.1 percent in 2003. Likewise, those who called to discuss the decision letter **increased** significantly from 26.4 percent in 2002 to 27.5 percent in 2003.
- The percentage of respondents who found it difficult to get through to the VA by phone or who were unable to get through **decreased** significantly from 40.0 percent in 2002 to 38.4 percent in 2003.
- The percentage of respondents who thought the medical exam was not appropriate for their claim **decreased** significantly, from 18.9 percent in 2002 to 17.6 percent in 2003.

National Performance Trends

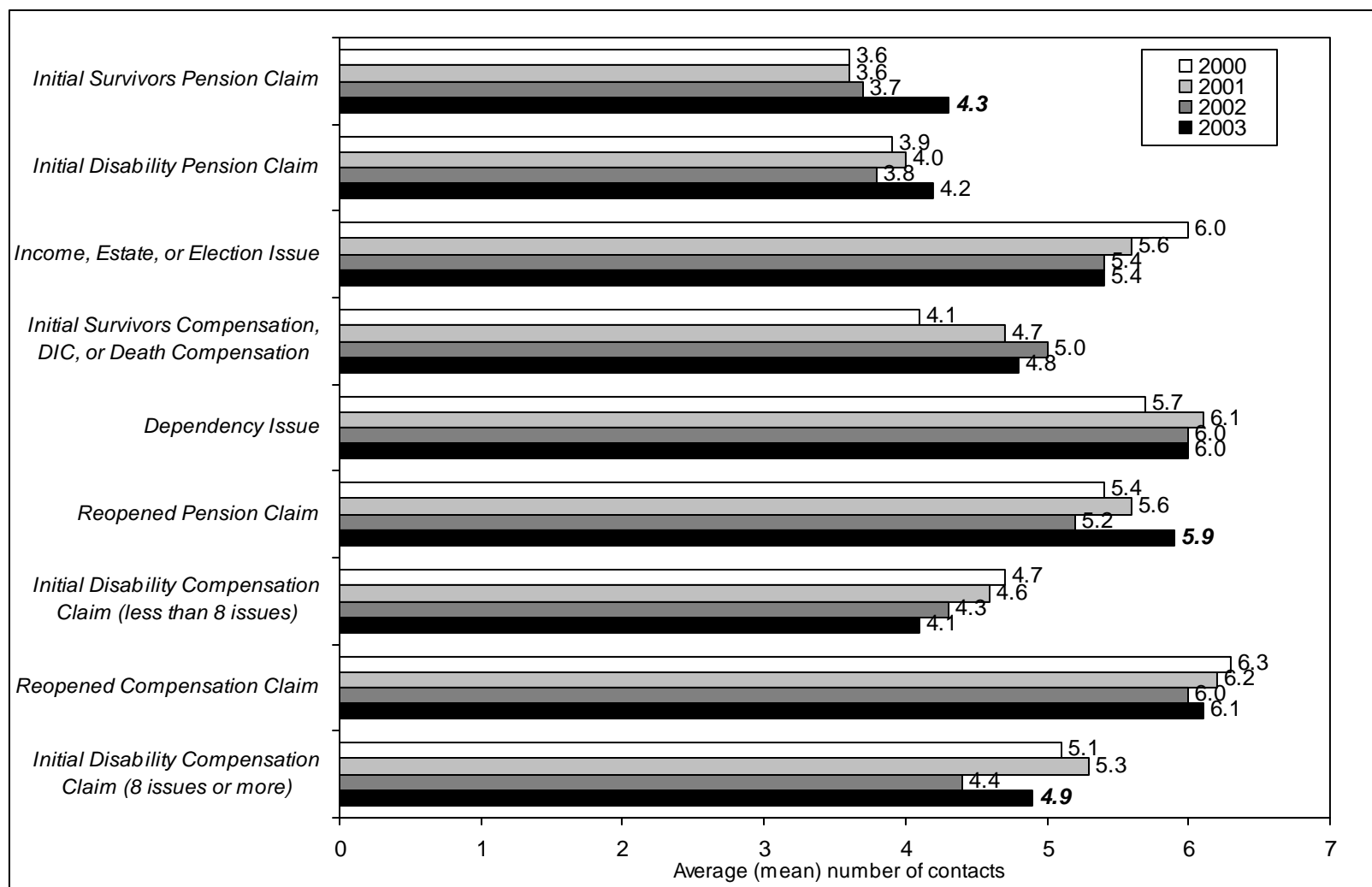
Chart 4: Percent of Respondents Who Received All or Most of the Information They Needed Through Their Contact With VA, 2000-2003



- Of all of the modes of contact, contact via telephone has consistently yielded the least amount of needed information over the years. In 2003, only 46.5 percent of veterans who telephoned VA got all or most of the information they needed (compared with 56.6 percent who had in-person contact and 51.8 percent who had mail correspondence).

National Performance Trends

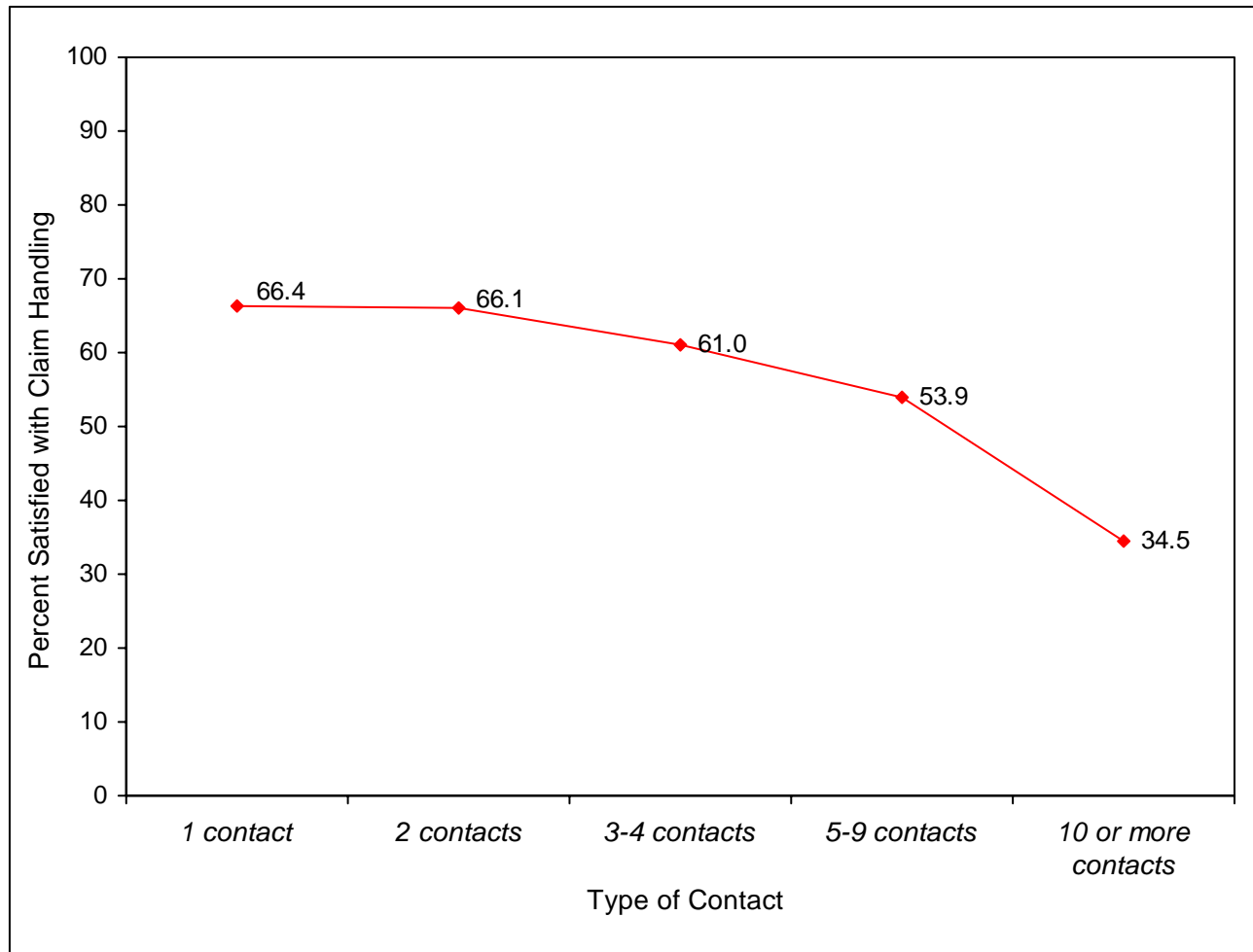
Chart 5: Average (Mean) Number of Contacts by End Product, 2000-2003



- Considering all modes of contact and all end products, veterans contacted VA an average of 5.6 times in 2003.
- Veterans with initial disability compensation claims with 8 or more issues had an average of 4.9 contacts with VA in 2003, compared with 4.4 in 2002.

Influences on Overall Satisfaction

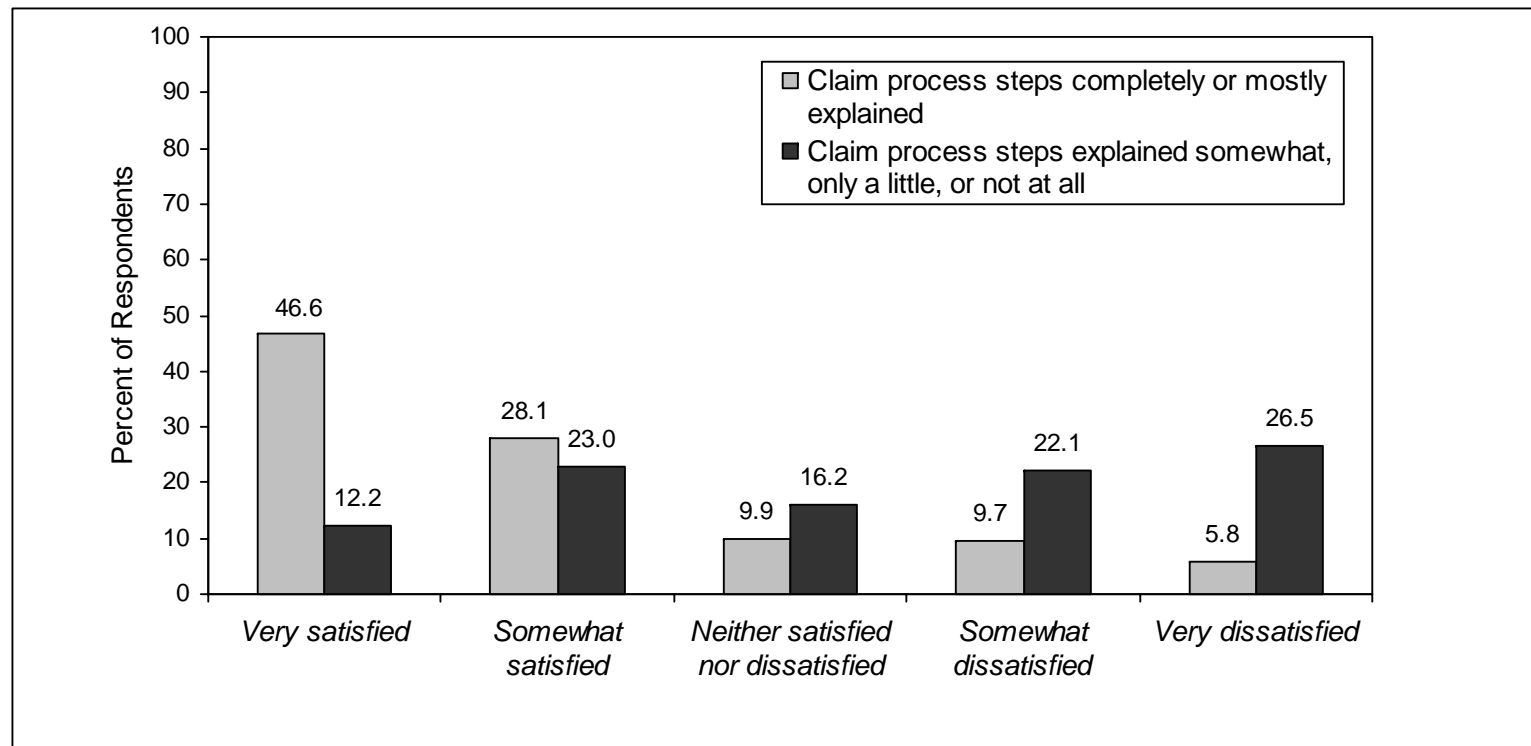
Chart 6: Effect of Number of Contacts on Veterans Satisfaction With Claim Handling



- A clear relationship exists between the number of contacts veterans have with VA and veterans' satisfaction with the handling of their claims. As the number of contacts with VA increased, the percent of satisfied veterans decreased.
- The percent of veterans who were somewhat or very satisfied with the handling of their claims held steady around 66.0 percent for those who contacted VA once or twice. At the third and fourth contacts, though, the percent of satisfied veterans dropped to 61.0 percent and continued to decline as the number of contacts increased (down to only 34.5 percent satisfied for those who contacted VA more than 10 times).

Influences on Overall Satisfaction

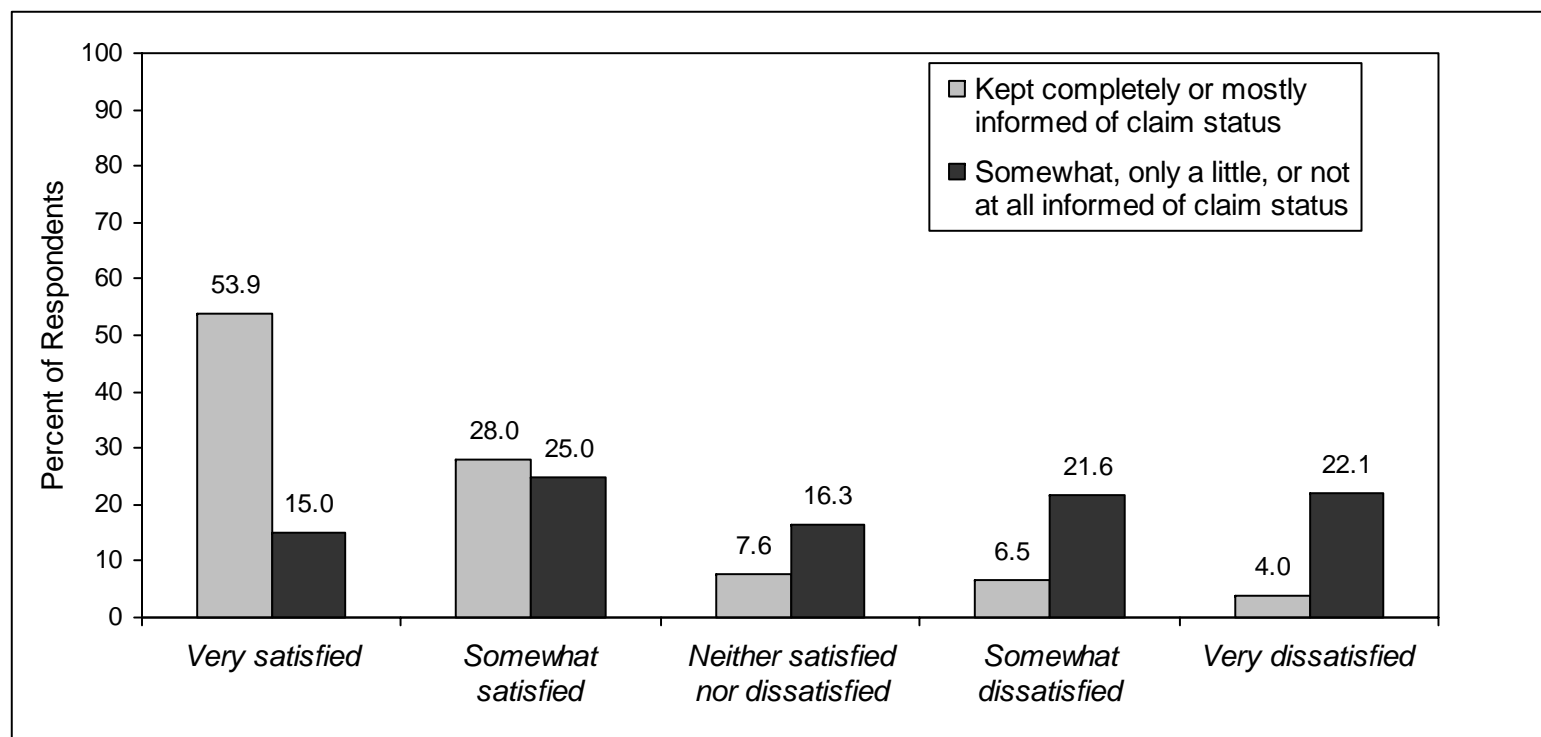
Chart 7: Overall Satisfaction With Claim Handling by Explanation of Claim Process Steps



- Veterans who had the claims process steps completely or mostly explained to them were almost 4 times more likely to be very satisfied with the handling of their claims than veterans who felt the steps were explained somewhat, only a little, or not at all.

Influences on Overall Satisfaction

Chart 8: Overall Satisfaction with Claim Handling by Being Kept Informed of Claim Status



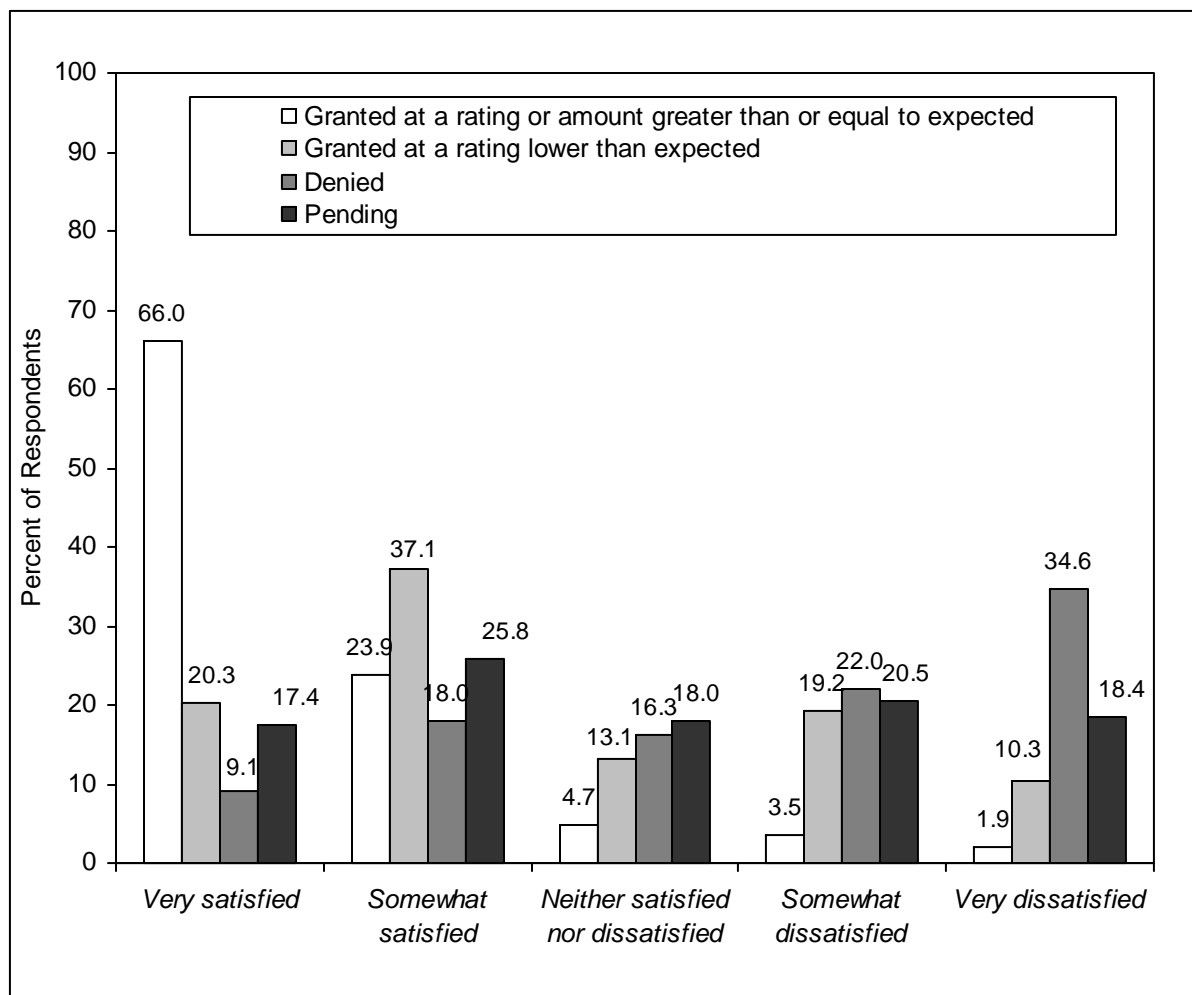
*"Give phone representatives more information regarding pending claims, that way they can let you know why it's still pending and what you can do, if anything. Not just that it's pending, we already know that." **

- Veterans who were kept adequately informed of the status of their claims were three and a half times more likely to be very satisfied with the handling of their claims than veterans who were not kept adequately informed of the status of their claims.

** Italicized quotes represent veteran comments taken from the write-in section of the questionnaires.*

Influences on Overall Satisfaction

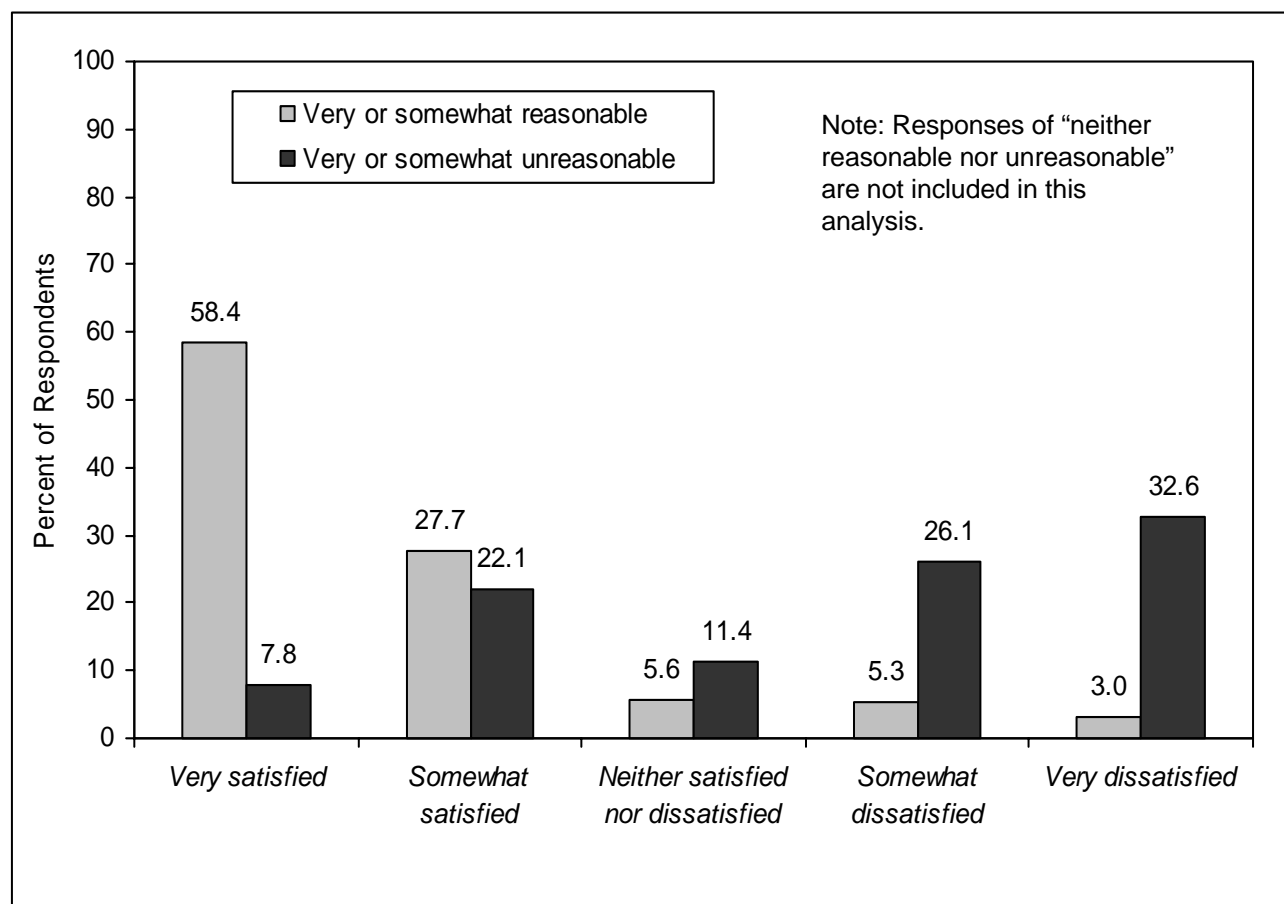
Chart 9: Overall Satisfaction With Claim Handling by Status of Claim



- Veterans with claims granted at a rating greater than or equal to expected were the most likely group to be **very satisfied** with the handling of their claims (66.0 percent), while those whose claims were denied were the least likely to be very satisfied (9.1 percent).
- Respondents with denied claims were also the most likely group to be **very dissatisfied** with the handling of their claims (34.6 percent).

Influences on Overall Satisfaction

Chart 10: Overall Satisfaction With Claim Handling by Reasonableness of Time to Claim Decision

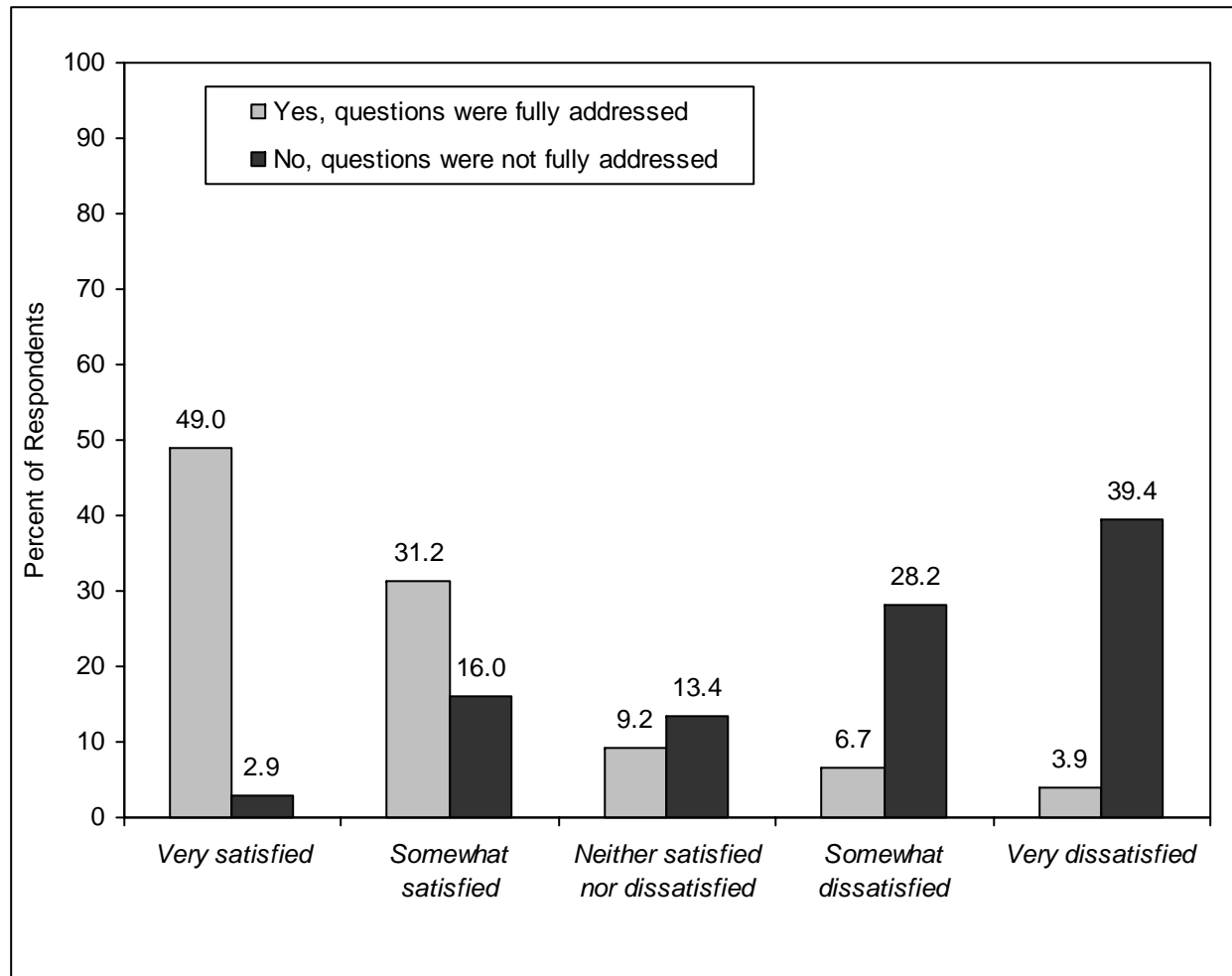


"Claims should be expedited in 3 months or less, and if they can not be, then the veteran should be contacted to explain the reason for the delay."

- Veterans who felt the amount of time it took to get a claim decision was reasonable were over 7 times more likely to be very satisfied with the handling of their claims than veterans who felt the amount of time waiting for their claim decision was unreasonable.

Influences on Overall Satisfaction

Chart 11: Overall Satisfaction With Claim Handling by Whether or Not VA Fully Addressed All Questions

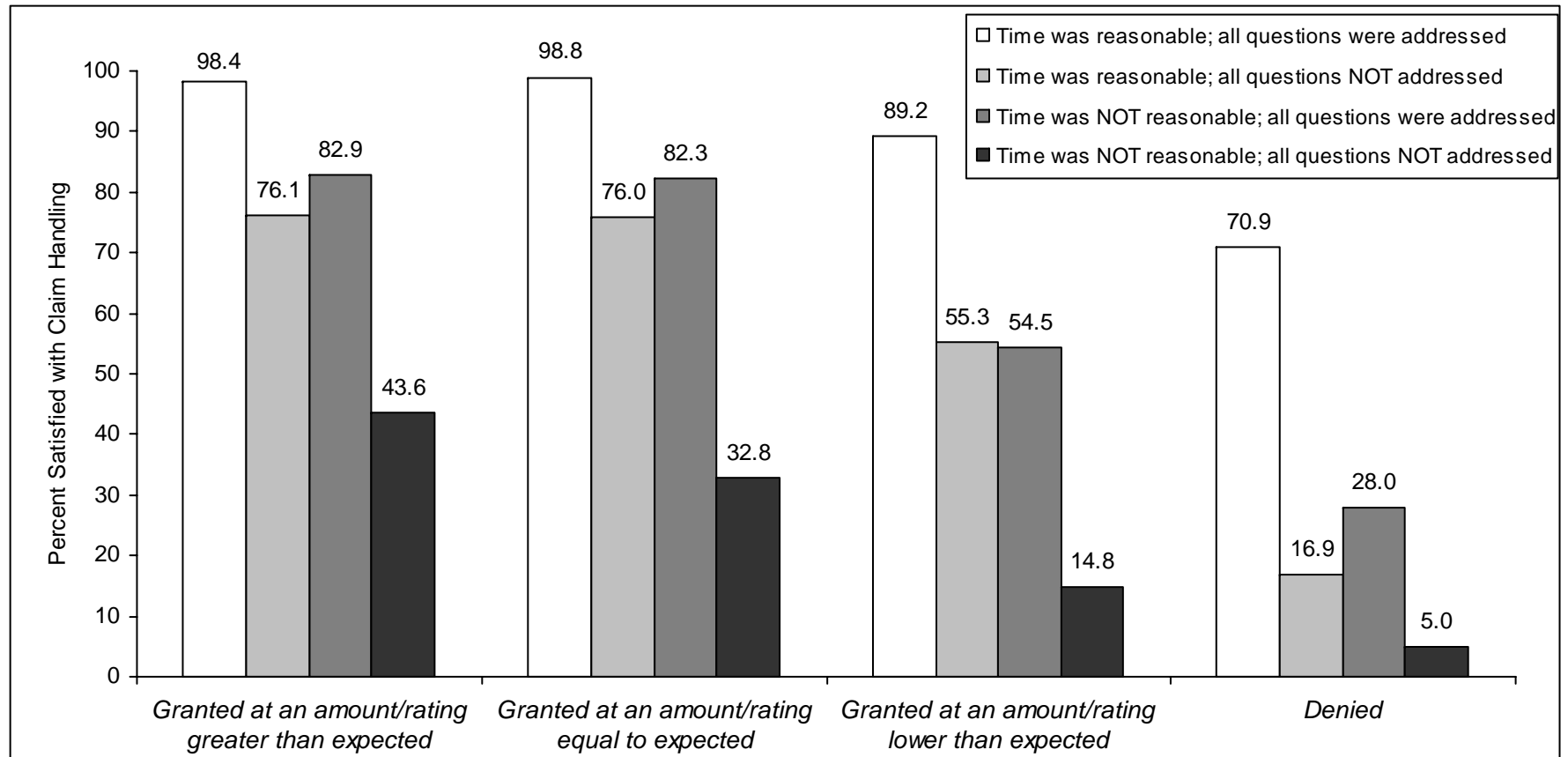


"I had to ask my questions several times and still did not have them answered to my understanding."

- Respondents who felt their questions were fully addressed were over 16 times more likely to be very satisfied with the handling of their claims than veterans who felt their questions were not fully addressed.

Timeliness Indicators

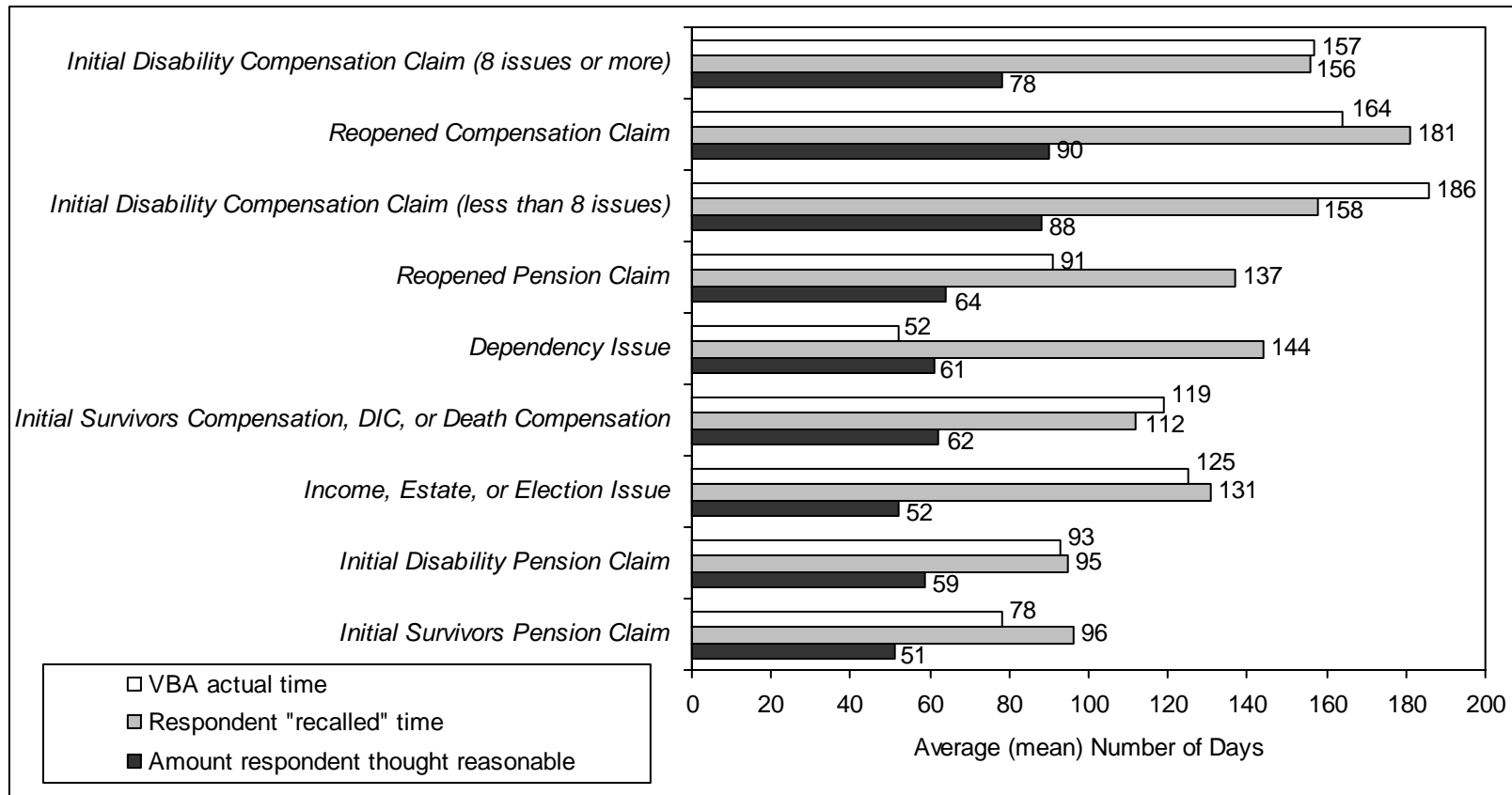
Chart 12: Overall Satisfaction With Claim Handling by Status of Claim, Timeliness, and Having Had All Questions Addressed



- Satisfaction with claim handling does not depend solely on the claim decision. In some cases, a veteran whose claim was denied can be more satisfied than a veteran whose claim was granted at a rating or amount greater than expected.
- 70.9 percent of veterans whose claims were denied were satisfied with the handling of their claims if they felt the time taken to get a decision on their claims was reasonable and they felt VA was able to fully address all of their questions.

Timeliness Indicators

Chart 13: Comparison of Time Veteran Thought Reasonable, Veteran Recalled Time, and VBA Actual Time, by End Product



- Within each of the end product groups, the amount of time veterans thought was reasonable for the claim to be processed is much shorter than the respondents' recollections of how long their claims took. These recollections seem fairly consistent with VBA's actual recorded time except in the cases of those with Reopened Pension claims and Dependency Issue claims, where the recalled time is significantly longer than VBA recorded time.

Appendix A: National and RO Trends on Selected Issues

This Appendix provides national and RO statistics on selected questions from the *Survey of Veterans Satisfaction With the VA Compensation and Pension Claims Process* for 2000-2003. National and RO statistics in 2003 were compared with 2002 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 2003 and 2002 performance are **bolded** and *italicized*. All other differences between 2003 and 2002 (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences. Regional offices are grouped alphabetically within their respective Areas.

BACKGROUND INFORMATION ABOUT CLAIMS

PERCENT WHO WERE NOTIFIED BY VA OF THE RECEIPT OF A CLAIM APPLICATION

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	83.4	82.6	84.5	84.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	82.6	85.4	85.5	85.8	Chicago	88.7	85.3	87.5	89.3
Boston	86.0	88.0	90.5	88.1	Des Moines	85.9	74.2	77.9	76.1
Buffalo	83.7	84.7	84.9	86.5	Fargo	82.8	81.1	82.8	85.5
Cleveland	82.0	77.9	75.8	78.2	Houston	81.8	87.1	87.7	88.9
Detroit	81.4	80.8	81.9	88.4	Lincoln	82.0	81.3	89.6	88.7
Hartford	83.9	83.5	89.0	80.0	Little Rock	82.5	80.6	78.6	76.6
Indianapolis	85.2	73.4	80.1	81.0	Milwaukee	86.9	86.3	82.9	78.6
Manchester	82.6	81.0	88.0	89.9	Muskogee	81.9	85.1	85.1	88.1
New York	81.9	82.7	83.4	86.9	New Orleans	82.7	87.3	89.1	87.9
Newark	79.8	86.2	84.3	87.2	Sioux Falls	86.1	83.5	80.3	82.1
Philadelphia	83.7	85.3	87.3	78.2	St. Louis	84.0	81.8	85.1	88.5
Pittsburgh	88.9	85.5	89.9	83.2	St. Paul	80.0	86.2	82.7	81.3
Providence	83.5	81.8	88.8	88.1	Waco	81.9	79.6	82.8	89.9
Togus	85.2	84.6	91.8	92.2	Wichita	78.4	83.5	83.5	85.9
White River Junction	89.4	77.3	79.3	82.4					
Wilmington	88.8	89.1	88.6	89.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	82.7	84.6	84.3	80.6	Albuquerque	84.3	87.2	87.6	88.7
Columbia	85.6	87.2	90.4	87.4	Anchorage	85.4	88.2	87.9	82.8
Huntington	80.9	74.1	80.1	80.1	Boise	81.7	82.0	86.9	88.7
Jackson	78.2	81.4	80.1	81.9	Cheyenne	83.7	87.0	84.6	89.7
Louisville	84.6	81.6	84.7	84.4	Denver	79.4	83.4	86.7	89.5
Montgomery	86.5	83.2	89.1	85.6	Ft. Harrison	78.2	85.3	86.9	89.0
Nashville	85.1	84.4	88.5	87.9	Honolulu	88.4	90.6	92.3	91.2
Roanoke	86.1	89.9	87.3	83.0	Los Angeles	87.1	82.4	87.6	87.2
San Juan	80.4	79.9	83.8	85.1	Oakland	85.5	82.3	85.2	85.2
St. Petersburg	80.1	74.2	85.0	87.2	Phoenix	86.7	81.3	84.3	80.6
Washington	77.4	79.7	83.3	76.7	Portland	82.6	72.2	72.9	76.0
Winston-Salem	86.4	91.1	89.3	87.4	Reno	90.9	89.5	90.0	86.7
					Salt Lake City	88.6	89.2	87.6	87.2
					San Diego	86.7	86.0	89.9	88.9
					Seattle	79.7	77.7	81.0	86.6

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

BACKGROUND INFORMATION ABOUT CLAIMS

PERCENT WHO SAID VA COMPLETELY OR MOSTLY EXPLAINED THE NECESSARY STEPS TO PROCESS A CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	55.6	57.4	59.6	61.3					
EASTERN AREA					CENTRAL AREA				
Baltimore	51.6	58.1	56.7	56.7	Chicago	60.1	56.6	58.4	64.9
Boston	57.6	61.6	67.7	59.7	Des Moines	56.3	54.4	59.1	57.6
Buffalo	54.1	55.8	52.5	63.6	Fargo	62.6	59.4	64.4	68.6
Cleveland	58.4	61.1	57.4	61.4	Houston	58.1	60.7	62.1	68.0
Detroit	53.9	58.7	54.0	58.4	Lincoln	56.6	60.9	74.2	70.5
Hartford	57.8	51.2	60.9	64.2	Little Rock	52.6	53.9	53.1	54.6
Indianapolis	61.7	52.8	59.8	62.6	Milwaukee	62.8	67.1	56.4	61.4
Manchester	54.4	63.5	61.8	64.3	Muskogee	53.4	54.2	55.9	60.6
New York	52.3	52.9	53.4	58.2	New Orleans	60.6	59.4	65.1	57.8
Newark	48.2	53.7	52.2	57.0	Sioux Falls	58.4	60.3	61.6	63.8
Philadelphia	53.0	57.2	62.1	62.0	St. Louis	49.6	55.1	54.4	60.5
Pittsburgh	60.9	66.0	65.9	68.4	St. Paul	57.5	61.7	59.2	60.8
Providence	51.4	53.2	59.2	60.1	Waco	57.5	52.5	59.3	64.2
Togus	60.9	59.7	66.5	67.9	Wichita	50.7	56.0	49.3	56.7
White River Junction	62.5	52.9	61.8	63.5					
Wilmington	56.6	46.1	55.5	57.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	52.8	56.1	57.6	58.9	Albuquerque	51.8	56.3	60.0	62.8
Columbia	60.7	61.7	57.2	61.6	Anchorage	44.1	49.1	53.2	55.0
Huntington	51.8	53.7	60.0	65.3	Boise	48.6	53.5	61.6	58.9
Jackson	52.4	53.9	57.6	54.6	Cheyenne	49.2	51.5	57.0	61.5
Louisville	53.1	56.0	55.9	56.7	Denver	47.7	57.3	63.7	61.9
Montgomery	62.4	59.1	61.8	58.5	Ft. Harrison	50.8	58.5	58.0	61.0
Nashville	59.0	61.8	58.7	61.7	Honolulu	53.5	63.1	65.1	69.0
Roanoke	58.4	59.0	63.2	59.8	Los Angeles	54.3	57.1	57.9	60.1
San Juan	58.4	62.4	61.8	66.8	Oakland	48.4	47.8	58.1	60.0
St. Petersburg	53.6	54.6	65.5	59.2	Phoenix	50.9	53.5	59.4	57.8
Washington	48.4	52.4	53.0	56.6	Portland	54.7	52.5	53.3	54.4
Winston-Salem	58.7	63.4	62.2	65.5	Reno	56.1	56.1	56.3	60.6
					Salt Lake City	58.6	63.8	64.8	63.7
					San Diego	57.9	54.7	55.6	69.2
					Seattle	46.5	54.8	52.7	58.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

BACKGROUND INFORMATION ABOUT CLAIMS

PERCENT WHO WERE GIVEN A REALISTIC ESTIMATE OF THE TIME IT WOULD TAKE TO PROCESS A CLAIM (OF THOSE WHO WERE GIVEN AN ESTIMATE)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	66.9	64.7	66.3	69.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	61.8	65.3	63.3	64.1	Chicago	65.5	61.9	69.5	73.3
Boston	66.8	70.5	74.6	68.1	Des Moines	76.6	67.6	66.8	70.5
Buffalo	68.4	71.4	72.0	72.5	Fargo	69.0	71.6	74.7	76.0
Cleveland	65.2	63.4	63.1	65.2	Houston	70.9	69.6	68.6	70.8
Detroit	66.3	69.5	68.3	66.8	Lincoln	73.6	69.5	76.1	84.1
Hartford	69.9	66.5	65.8	69.9	Little Rock	69.2	72.1	71.2	67.2
Indianapolis	70.8	64.1	66.5	71.8	Milwaukee	69.9	66.7	62.9	68.2
Manchester	69.3	65.9	65.9	74.2	Muskogee	70.8	60.2	64.9	68.2
New York	64.0	55.7	62.9	64.5	New Orleans	71.4	66.5	68.0	69.0
Newark	61.4	59.5	59.2	67.0	Sioux Falls	66.8	72.1	75.6	75.7
Philadelphia	68.0	63.0	65.9	73.2	St. Louis	61.9	61.4	61.2	68.2
Pittsburgh	66.8	69.9	73.5	80.2	St. Paul	77.3	67.3	70.1	76.7
Providence	60.7	64.1	67.7	64.9	Waco	71.1	63.5	66.4	73.1
Togus	74.1	63.6	74.6	76.9	Wichita	59.2	64.5	60.9	70.1
White River Junction	70.0	62.0	72.0	77.6					
Wilmington	70.0	47.3	59.7	63.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	59.5	56.3	56.1	60.2	Albuquerque	68.1	59.4	70.2	73.4
Columbia	64.1	73.6	65.2	68.3	Anchorage	57.4	63.4	60.4	63.9
Huntington	70.5	63.1	72.7	71.1	Boise	60.8	62.2	69.1	69.7
Jackson	70.5	65.0	66.9	67.3	Cheyenne	60.3	55.0	65.3	70.5
Louisville	69.6	64.5	58.4	68.1	Denver	58.8	62.8	68.8	70.0
Montgomery	68.4	68.3	64.1	64.4	Ft. Harrison	61.9	66.1	63.5	74.2
Nashville	59.8	67.0	67.2	69.8	Honolulu	59.1	56.4	58.3	65.2
Roanoke	63.8	64.6	62.4	60.9	Los Angeles	61.2	65.4	64.8	64.7
San Juan	68.1	64.2	66.2	69.5	Oakland	62.3	57.2	62.6	69.4
St. Petersburg	68.2	66.4	68.6	74.3	Phoenix	63.6	63.2	57.2	64.3
Washington	57.7	53.6	56.2	60.9	Portland	61.8	59.0	59.9	59.1
Winston-Salem	70.8	66.7	69.5	76.7	Reno	60.4	59.5	56.4	67.9
					Salt Lake City	74.2	72.2	74.1	74.5
					San Diego	64.7	58.9	61.8	72.5
					Seattle	64.5	59.5	61.8	70.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO WERE ASKED BY VA TO SUBMIT DOCUMENTS IN SUPPORT OF A CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	69.6	72.1	73.0	76.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	73.0	74.2	72.1	75.4	Chicago	71.7	73.4	72.5	79.0
Boston	62.3	71.3	65.5	76.0	Des Moines	68.1	70.8	69.3	76.3
Buffalo	73.0	66.3	75.4	77.8	Fargo	64.8	64.2	68.4	75.7
Cleveland	69.1	74.1	74.8	80.0	Houston	71.2	73.6	70.9	78.9
Detroit	69.1	73.5	76.8	78.5	Lincoln	64.2	69.3	72.8	77.6
Hartford	69.7	66.4	78.3	76.8	Little Rock	66.4	69.1	73.7	76.6
Indianapolis	66.8	69.2	70.9	71.6	Milwaukee	72.2	74.6	75.3	69.9
Manchester	69.8	73.1	72.3	71.6	Muskogee	75.4	71.4	77.9	78.0
New York	68.6	74.7	72.3	74.9	New Orleans	67.9	70.5	73.1	79.8
Newark	68.2	75.4	71.1	73.9	Sioux Falls	63.3	68.6	70.7	71.7
Philadelphia	71.6	73.6	69.9	67.8	St. Louis	70.8	72.1	72.9	80.8
Pittsburgh	69.0	74.0	76.3	72.6	St. Paul	60.0	66.5	67.3	69.3
Providence	69.5	66.9	73.7	78.7	Waco	67.8	73.9	74.0	81.4
Togus	72.7	74.6	72.4	76.5	Wichita	65.7	66.5	66.8	75.9
White River Junction	66.6	68.1	65.0	72.7					
Wilmington	69.5	70.3	70.5	76.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	66.6	73.8	67.8	74.3	Albuquerque	72.5	73.4	77.6	81.1
Columbia	68.8	71.9	73.1	82.1	Anchorage	66.5	72.8	77.0	72.0
Huntington	71.6	74.4	72.3	80.1	Boise	67.4	71.4	72.5	77.8
Jackson	63.1	68.6	72.7	76.3	Cheyenne	67.4	71.5	77.4	72.2
Louisville	70.9	70.8	68.8	74.1	Denver	70.0	75.7	78.5	76.6
Montgomery	68.0	70.5	76.2	77.7	Ft. Harrison	75.1	74.7	78.4	79.7
Nashville	66.0	74.3	75.0	83.5	Honolulu	70.0	77.3	79.2	83.8
Roanoke	68.9	73.8	73.0	84.5	Los Angeles	70.3	71.0	76.6	79.0
San Juan	67.0	72.6	71.2	79.1	Oakland	72.8	66.0	73.6	72.3
St. Petersburg	70.1	70.8	76.5	82.8	Phoenix	67.8	74.0	74.6	75.6
Washington	72.0	75.6	71.8	78.7	Portland	68.5	73.5	78.5	78.8
Winston-Salem	73.6	76.7	77.2	81.8	Reno	68.5	71.8	70.1	77.4
					Salt Lake City	68.2	70.7	72.9	78.7
					San Diego	73.6	80.5	75.3	81.0
					Seattle	69.7	71.1	73.4	82.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO WERE NOTIFIED BY VA ABOUT DOCUMENTS NEEDED TO SUPPORT A CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	79.8	82.6	83.7	85.4					
EASTERN AREA					CENTRAL AREA				
Baltimore	81.3	84.7	77.9	83.0	Chicago	78.2	79.9	85.0	86.8
Boston	76.5	76.8	80.7	79.0	Des Moines	83.8	87.4	90.3	85.5
Buffalo	77.5	80.6	83.7	89.5	Fargo	80.9	84.3	86.0	88.1
Cleveland	78.9	88.0	84.0	85.6	Houston	77.7	82.8	84.4	85.8
Detroit	77.5	78.4	81.1	82.5	Lincoln	80.4	83.6	86.5	87.9
Hartford	78.4	80.3	84.7	82.9	Little Rock	77.8	79.5	82.3	85.1
Indianapolis	75.8	82.5	80.2	83.7	Milwaukee	85.9	85.6	86.0	88.3
Manchester	81.2	81.3	82.4	87.8	Muskogee	78.9	80.4	83.5	87.3
New York	73.1	79.6	77.7	78.3	New Orleans	81.5	84.2	81.5	79.5
Newark	74.8	80.8	77.2	81.6	Sioux Falls	78.9	86.4	83.8	86.3
Philadelphia	79.9	79.9	84.2	84.6	St. Louis	77.7	82.8	85.2	83.8
Pittsburgh	81.0	86.4	86.9	84.3	St. Paul	78.7	88.1	83.0	84.6
Providence	78.2	79.3	81.7	84.6	Waco	76.9	81.4	83.0	86.3
Togus	84.1	84.5	88.4	89.4	Wichita	81.1	83.5	80.4	84.4
White River Junction	82.3	78.8	82.8	85.6					
Wilmington	81.6	77.9	82.6	84.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	78.5	82.7	79.1	84.2	Albuquerque	78.5	81.3	81.9	84.4
Columbia	78.6	81.6	83.3	86.6	Anchorage	75.3	77.8	84.0	85.4
Huntington	83.3	81.5	81.5	85.0	Boise	77.2	83.7	82.6	83.6
Jackson	80.1	80.4	83.3	83.9	Cheyenne	76.2	82.7	84.2	80.8
Louisville	82.8	84.2	85.4	85.5	Denver	79.5	84.3	88.9	87.5
Montgomery	81.1	79.5	87.7	88.1	Ft. Harrison	81.7	80.9	79.7	85.9
Nashville	79.4	86.0	86.5	88.9	Honolulu	80.0	85.8	85.3	84.7
Roanoke	82.5	84.7	87.1	86.5	Los Angeles	75.9	82.2	82.6	82.9
San Juan	79.0	83.9	81.1	85.4	Oakland	75.1	79.6	84.8	84.3
St. Petersburg	82.0	77.0	83.2	84.7	Phoenix	78.3	81.3	79.5	87.0
Washington	74.5	80.4	82.1	86.2	Portland	78.3	82.4	83.2	85.6
Winston-Salem	87.4	88.7	85.7	88.9	Reno	78.7	81.8	80.4	82.1
					Salt Lake City	81.0	85.9	86.3	86.9
					San Diego	85.1	80.7	80.3	86.0
					Seattle	79.9	85.2	82.7	83.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO WERE NOTIFIED BY VA ABOUT DOCUMENTS NEEDED TO SUPPORT A CLAIM ALL AT ONE TIME

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	61.6	64.9	66.2	66.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	62.3	64.9	65.3	64.8	Chicago	61.1	61.3	68.9	71.3
Boston	60.4	63.1	63.5	60.0	Des Moines	64.0	65.3	73.7	69.5
Buffalo	57.6	58.5	65.9	67.2	Fargo	65.8	69.8	74.4	72.4
Cleveland	60.4	69.7	65.3	70.0	Houston	61.0	67.9	65.7	67.2
Detroit	56.4	59.1	63.8	62.6	Lincoln	68.8	66.1	70.5	72.5
Hartford	65.4	59.8	63.2	64.6	Little Rock	59.1	63.2	61.4	61.7
Indianapolis	56.5	67.9	67.4	67.1	Milwaukee	65.9	71.0	66.6	71.9
Manchester	66.1	63.8	62.8	69.4	Muskogee	61.1	68.4	64.6	67.6
New York	55.0	61.3	59.1	64.7	New Orleans	63.1	67.2	64.8	59.3
Newark	55.5	63.0	61.8	65.2	Sioux Falls	60.7	71.3	67.2	67.8
Philadelphia	65.2	60.1	67.8	70.1	St. Louis	59.4	65.0	64.8	64.9
Pittsburgh	66.6	67.9	72.5	69.6	St. Paul	62.3	69.4	68.5	73.8
Providence	60.3	63.0	60.8	67.1	Waco	56.8	59.1	64.2	64.6
Togus	63.4	67.1	68.4	72.0	Wichita	63.2	64.5	58.4	60.7
White River Junction	63.8	61.8	67.2	66.1					
Wilmington	66.3	56.9	60.3	66.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	62.7	66.1	63.1	67.7	Albuquerque	57.1	64.1	66.8	66.1
Columbia	56.3	65.0	66.0	64.4	Anchorage	55.9	62.3	64.3	63.2
Huntington	60.6	69.0	63.4	62.1	Boise	61.2	60.5	65.0	62.4
Jackson	59.2	61.8	63.1	63.6	Cheyenne	58.1	60.5	62.4	65.3
Louisville	64.0	66.8	66.2	64.9	Denver	63.4	68.1	73.0	70.4
Montgomery	66.5	64.4	74.5	68.5	Ft. Harrison	56.0	65.1	61.1	65.6
Nashville	65.8	65.1	67.4	64.7	Honolulu	56.7	62.1	60.9	61.3
Roanoke	65.4	67.8	71.8	63.3	Los Angeles	56.8	59.2	66.5	62.9
San Juan	71.0	70.7	64.9	69.7	Oakland	56.2	58.3	61.0	63.4
St. Petersburg	60.4	61.3	66.7	64.0	Phoenix	56.2	62.9	58.9	64.6
Washington	56.6	62.7	62.5	67.1	Portland	60.2	64.6	59.7	58.9
Winston-Salem	67.8	72.9	69.4	73.0	Reno	58.9	58.3	56.5	55.6
					Salt Lake City	64.3	65.3	66.8	65.1
					San Diego	70.3	60.0	67.0	69.1
					Seattle	60.0	63.7	67.0	63.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO GATHER SUPPORTING DOCUMENTS THEMSELVES

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	48.7	50.8	49.1	48.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	54.5	52.1	49.7	45.3	Chicago	51.1	54.0	46.8	47.4
Boston	52.7	46.7	48.5	41.4	Des Moines	54.2	52.0	55.0	50.5
Buffalo	45.1	50.6	42.3	51.7	Fargo	57.0	58.9	58.9	47.0
Cleveland	50.2	53.7	53.1	44.4	Houston	46.6	51.1	45.6	47.2
Detroit	43.4	45.5	49.4	47.2	Lincoln	51.9	49.8	57.9	51.2
Hartford	55.9	44.5	48.3	42.2	Little Rock	44.8	46.4	42.9	45.5
Indianapolis	50.7	48.1	50.2	44.9	Milwaukee	48.3	49.8	44.8	55.7
Manchester	45.4	44.5	42.9	52.9	Muskogee	45.4	50.2	50.0	47.3
New York	43.8	45.3	39.4	43.9	New Orleans	53.2	54.1	58.6	46.2
Newark	38.6	46.4	43.5	40.8	Sioux Falls	44.8	54.6	52.6	45.4
Philadelphia	41.6	47.9	55.1	53.8	St. Louis	47.3	50.8	46.5	47.8
Pittsburgh	50.7	50.0	51.9	49.5	St. Paul	51.1	57.3	53.2	55.7
Providence	43.8	51.6	51.2	45.1	Waco	46.3	47.5	44.7	42.8
Togus	53.1	52.3	52.2	47.6	Wichita	46.3	50.7	50.9	43.7
White River Junction	44.2	49.0	46.3	48.7					
Wilmington	53.7	47.1	48.0	47.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	56.0	57.8	50.4	47.4	Albuquerque	38.3	42.7	43.8	41.6
Columbia	53.3	52.7	48.3	48.3	Anchorage	42.9	42.4	43.2	45.4
Huntington	43.7	51.7	48.1	45.4	Boise	41.1	43.9	47.1	42.6
Jackson	45.7	51.0	48.5	44.2	Cheyenne	47.8	41.2	43.2	48.1
Louisville	47.9	50.8	49.2	42.5	Denver	43.7	52.0	51.1	46.5
Montgomery	57.1	59.1	59.9	53.9	Ft. Harrison	37.6	50.3	42.7	43.8
Nashville	48.6	55.6	50.8	43.0	Honolulu	42.7	41.2	42.1	47.7
Roanoke	48.4	57.9	50.2	47.6	Los Angeles	41.4	45.1	42.9	41.9
San Juan	47.5	46.6	43.0	42.8	Oakland	41.1	43.1	39.0	37.7
St. Petersburg	51.6	46.8	48.3	48.5	Phoenix	43.1	45.1	39.8	39.6
Washington	46.7	47.7	47.1	49.6	Portland	46.8	49.5	42.6	42.8
Winston-Salem	55.2	58.3	53.3	57.0	Reno	43.4	40.6	42.3	41.8
					Salt Lake City	46.7	46.0	38.8	46.4
					San Diego	55.3	51.4	49.2	50.9
					Seattle	50.0	47.3	49.0	41.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO THOUGHT VA'S REQUESTS FOR DOCUMENTS WERE VERY OR SOMEWHAT REASONABLE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	68.0	71.8	71.3	71.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	73.1	73.6	71.0	68.7	Chicago	71.5	72.4	70.2	70.9
Boston	74.1	68.5	72.0	69.4	Des Moines	72.5	66.7	72.5	72.0
Buffalo	61.8	72.3	70.1	74.7	Fargo	75.2	73.1	77.7	75.1
Cleveland	64.3	74.2	76.4	67.9	Houston	66.8	74.6	68.0	72.0
Detroit	61.2	65.4	68.1	70.8	Lincoln	67.7	71.4	76.8	74.8
Hartford	72.5	67.7	68.9	69.3	Little Rock	62.0	71.2	65.2	66.5
Indianapolis	69.1	70.7	71.1	72.2	Milwaukee	71.0	67.8	68.1	74.9
Manchester	69.3	73.6	66.8	75.3	Muskogee	65.6	69.2	67.9	72.9
New York	64.8	68.4	60.7	64.6	New Orleans	71.9	75.4	75.6	68.4
Newark	56.9	68.1	64.2	65.7	Sioux Falls	66.3	71.7	68.8	73.1
Philadelphia	65.7	69.6	80.1	79.0	St. Louis	66.5	74.1	71.6	71.8
Pittsburgh	71.9	71.7	76.4	72.5	St. Paul	73.5	80.5	77.8	76.5
Providence	68.5	70.3	72.1	72.0	Waco	64.2	72.9	68.1	71.9
Togus	72.4	73.5	74.9	74.1	Wichita	66.4	72.1	67.7	71.7
White River Junction	70.2	67.4	69.8	70.3					
Wilmington	63.6	65.5	66.9	69.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	68.3	75.4	69.8	66.4	Albuquerque	63.9	65.0	68.7	72.2
Columbia	70.7	70.7	71.4	68.7	Anchorage	61.7	68.0	66.0	66.8
Huntington	67.3	70.2	73.2	70.5	Boise	64.1	65.1	70.3	68.2
Jackson	64.0	74.3	71.1	65.4	Cheyenne	66.7	66.6	67.1	70.1
Louisville	74.0	75.1	73.1	70.3	Denver	69.5	71.7	73.8	73.8
Montgomery	68.5	76.6	80.1	72.2	Ft. Harrison	61.9	68.0	66.3	66.4
Nashville	67.8	72.7	76.1	70.3	Honolulu	65.2	71.8	68.6	71.1
Roanoke	70.8	74.8	74.1	68.2	Los Angeles	63.2	69.6	68.7	65.6
San Juan	73.3	73.3	75.2	72.3	Oakland	61.9	61.5	66.2	63.3
St. Petersburg	70.2	67.6	70.0	66.5	Phoenix	59.2	68.1	62.3	62.5
Washington	60.3	62.2	65.4	69.2	Portland	69.1	69.4	65.0	62.6
Winston-Salem	74.3	76.6	72.9	75.8	Reno	64.3	63.1	63.8	66.0
					Salt Lake City	66.2	71.3	66.5	74.0
					San Diego	74.4	71.8	72.1	75.3
					Seattle	68.6	73.5	68.2	67.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT WHO WERE NOT ASKED TO RESUBMIT DOCUMENTS ALREADY SUBMITTED

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	67.9	67.1	67.5	63.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	64.3	72.7	65.0	63.3	Chicago	65.1	70.9	69.8	61.5
Boston	72.2	67.2	75.9	68.2	Des Moines	68.3	65.8	67.1	67.6
Buffalo	64.7	68.2	61.6	59.0	Fargo	73.8	70.3	75.0	71.2
Cleveland	63.8	63.3	67.1	64.0	Houston	67.9	70.3	66.5	61.1
Detroit	63.9	72.6	62.8	57.7	Lincoln	71.9	70.4	75.6	71.0
Hartford	67.0	71.6	63.9	66.4	Little Rock	63.6	66.3	58.1	59.5
Indianapolis	69.3	71.6	68.5	69.5	Milwaukee	67.8	65.4	60.8	66.0
Manchester	74.9	68.5	67.1	66.6	Muskogee	66.5	68.1	69.7	62.6
New York	61.6	68.5	61.2	65.2	New Orleans	67.8	66.4	73.3	61.6
Newark	62.5	64.0	66.5	67.3	Sioux Falls	72.5	66.3	71.8	72.4
Philadelphia	67.4	62.2	67.4	64.8	St. Louis	66.4	63.9	61.4	64.5
Pittsburgh	69.6	66.2	70.9	67.9	St. Paul	80.3	78.9	72.1	68.3
Providence	72.3	67.2	69.6	61.0	Waco	68.6	65.9	67.7	64.4
Togus	70.1	70.4	69.5	65.7	Wichita	63.3	71.7	67.3	62.1
White River Junction	76.5	71.7	72.2	69.0					
Wilmington	68.0	67.0	64.9	63.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta	68.1	67.1	71.2	61.9	Albuquerque	62.4	66.7	68.2	61.6
Columbia	63.7	65.7	67.0	57.1	Anchorage	64.5	62.4	70.3	66.8
Huntington	68.3	69.7	70.6	64.7	Boise	70.7	69.7	70.2	62.3
Jackson	63.6	67.0	62.5	57.9	Cheyenne	68.5	62.9	63.8	69.9
Louisville	69.7	70.6	68.4	65.9	Denver	65.4	63.8	70.9	70.8
Montgomery	67.5	69.4	70.5	60.7	Ft. Harrison	61.3	64.8	61.8	63.2
Nashville	66.5	67.7	68.0	57.5	Honolulu	64.2	63.8	67.7	66.7
Roanoke	68.7	66.5	67.5	61.1	Los Angeles	70.9	66.5	65.4	60.3
San Juan	72.3	69.7	68.8	60.0	Oakland	63.8	63.1	67.0	64.4
St. Petersburg	72.5	62.6	66.6	60.9	Phoenix	64.0	63.8	66.8	66.4
Washington	59.2	59.0	60.3	62.3	Portland	69.6	66.1	66.6	63.4
Winston-Salem	70.1	71.3	70.2	62.2	Reno	66.1	55.6	68.0	60.3
					Salt Lake City	73.1	70.8	70.0	60.7
					San Diego	71.9	68.2	74.8	70.4
					Seattle	69.2	67.4	68.6	64.2

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT FOR WHOM VA OBTAINED DOCUMENTS

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	55.3	56.8	60.3	63.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	55.8	54.0	56.5	60.1	Chicago	52.8	52.4	56.4	62.7
Boston	55.4	49.2	55.8	67.6	Des Moines	51.5	55.1	53.1	66.4
Buffalo	63.2	57.9	67.8	70.5	Fargo	45.1	48.9	58.0	59.4
Cleveland	56.4	60.3	60.7	73.4	Houston	54.8	63.1	64.6	71.2
Detroit	54.1	53.6	65.6	59.8	Lincoln	50.8	59.2	64.4	64.1
Hartford	51.1	51.7	65.0	65.1	Little Rock	57.3	58.1	61.2	65.9
Indianapolis	55.6	57.4	60.9	66.4	Milwaukee	59.9	54.0	63.8	45.9
Manchester	55.1	70.0	72.1	60.3	Muskogee	50.7	49.8	61.7	62.5
New York	53.7	61.3	60.6	66.8	New Orleans	52.7	55.2	60.4	63.9
Newark	59.9	64.3	59.4	65.6	Sioux Falls	52.9	59.0	63.9	65.6
Philadelphia	59.5	62.0	54.0	48.1	St. Louis	49.2	52.8	61.8	66.9
Pittsburgh	54.2	56.9	62.0	58.6	St. Paul	50.5	56.3	58.5	45.9
Providence	57.5	51.7	58.7	68.0	Waco	57.1	60.2	61.3	68.3
Togus	60.1	59.7	63.2	70.8	Wichita	51.6	52.1	62.2	69.4
White River Junction	62.1	62.3	62.4	68.5					
Wilmington	51.7	62.9	62.3	63.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	48.5	61.4	53.3	65.9	Albuquerque	55.3	65.6	65.1	72.1
Columbia	52.8	59.9	66.0	69.3	Anchorage	56.9	59.9	61.8	56.5
Huntington	58.3	58.8	64.5	69.4	Boise	62.4	65.3	68.5	64.1
Jackson	49.5	55.5	56.1	64.8	Cheyenne	59.3	63.5	70.4	67.0
Louisville	57.6	55.7	57.6	67.6	Denver	56.3	55.6	62.4	66.8
Montgomery	44.9	49.7	58.6	61.3	Ft. Harrison	58.1	57.4	65.4	69.6
Nashville	55.5	55.9	66.2	69.1	Honolulu	64.2	70.0	74.7	68.9
Roanoke	52.2	54.1	58.7	62.6	Los Angeles	63.6	67.5	72.9	73.7
San Juan	60.1	60.3	62.1	73.3	Oakland	65.7	62.0	72.5	70.3
St. Petersburg	56.2	55.0	60.5	70.0	Phoenix	59.9	66.0	67.0	73.3
Washington	53.0	56.3	59.6	59.6	Portland	58.6	65.9	70.3	74.9
Winston-Salem	53.4	52.4	57.0	70.9	Reno	56.3	60.0	73.2	73.8
					Salt Lake City	58.0	61.7	65.8	63.7
					San Diego	60.0	51.9	62.7	62.1
					Seattle	60.2	57.1	62.2	63.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT FOR WHOM VA WAS ABLE TO OBTAIN DOCUMENTS MUCH BETTER THAN EXPECTED, BETTER THAN EXPECTED, OR JUST AS EXPECTED

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	74.1	77.1	77.2	78.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	78.5	69.0	69.8	76.7	Chicago	68.3	78.6	78.1	81.3
Boston	76.5	79.6	81.6	80.4	Des Moines	81.3	81.1	86.1	79.0
Buffalo	74.6	71.6	70.5	68.8	Fargo	81.9	87.0	86.9	80.9
Cleveland	77.3	75.9	79.1	80.5	Houston	79.5	80.9	77.1	81.4
Detroit	74.4	72.5	74.3	70.2	Lincoln	77.6	75.2	80.3	84.6
Hartford	80.0	71.3	74.3	75.5	Little Rock	71.1	71.0	68.6	73.6
Indianapolis	71.5	76.1	74.8	84.9	Milwaukee	75.6	73.9	76.6	82.1
Manchester	75.7	73.6	77.7	71.9	Muskogee	71.6	69.3	81.0	78.6
New York	75.4	81.8	70.8	75.7	New Orleans	73.0	83.7	76.8	76.6
Newark	68.1	70.4	80.9	69.4	Sioux Falls	73.8	78.5	78.6	77.8
Philadelphia	75.8	84.2	79.5	83.8	St. Louis	72.2	78.9	80.6	76.1
Pittsburgh	78.3	75.7	82.9	85.4	St. Paul	77.8	86.1	81.6	86.0
Providence	72.9	80.2	78.5	83.4	Waco	73.9	73.4	81.2	73.4
Togus	73.7	76.1	81.6	82.8	Wichita	76.1	80.3	73.1	76.9
White River Junction	71.4	74.5	77.0	78.4					
Wilmington	79.2	70.2	67.9	77.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	77.2	73.7	71.1	76.2	Albuquerque	77.3	75.8	77.8	78.0
Columbia	79.5	79.2	70.4	80.0	Anchorage	65.3	63.2	66.9	74.5
Huntington	79.7	78.6	72.5	77.5	Boise	73.5	73.0	73.3	76.3
Jackson	70.4	73.3	69.4	75.3	Cheyenne	66.1	68.0	74.5	77.8
Louisville	77.7	76.5	71.9	83.6	Denver	62.8	82.2	81.9	84.3
Montgomery	82.6	81.0	80.3	74.5	Ft. Harrison	68.8	82.4	76.2	72.2
Nashville	72.6	82.4	81.5	79.8	Honolulu	75.6	82.7	79.1	81.0
Roanoke	77.9	72.0	77.0	78.2	Los Angeles	63.6	73.2	76.6	69.8
San Juan	83.7	88.5	83.0	85.1	Oakland	71.0	71.7	81.6	74.1
St. Petersburg	68.5	76.3	71.6	76.3	Phoenix	73.2	64.5	73.2	70.1
Washington	69.0	65.0	75.7	68.2	Portland	69.4	73.2	65.6	76.2
Winston-Salem	78.2	83.6	80.3	81.0	Reno	70.1	69.9	78.1	73.9
					Salt Lake City	72.1	73.8	72.1	76.5
					San Diego	79.7	80.8	83.3	86.7
					Seattle	69.7	81.8	73.9	78.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

SUPPORTING MATERIALS

PERCENT FOR WHOM VA ACCESSED INFORMATION MUCH BETTER THAN EXPECTED, BETTER THAN EXPECTED, OR JUST AS EXPECTED

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	72.5	76.1	76.1	77.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	74.0	69.9	72.3	69.4	Chicago	70.0	76.1	75.9	79.4
Boston	79.5	81.0	81.5	82.5	Des Moines	78.6	78.4	80.4	78.9
Buffalo	69.6	74.1	70.2	70.1	Fargo	78.4	84.7	84.8	79.4
Cleveland	72.3	74.8	75.0	77.4	Houston	74.2	78.7	76.6	76.6
Detroit	71.3	68.9	71.1	70.0	Lincoln	73.9	77.0	79.4	85.6
Hartford	77.5	71.9	74.2	71.4	Little Rock	70.1	67.8	65.8	76.7
Indianapolis	71.8	80.0	77.5	82.0	Milwaukee	75.8	70.5	73.4	82.3
Manchester	69.9	73.6	80.0	72.5	Muskogee	72.7	65.0	74.8	78.8
New York	70.6	77.6	70.8	75.6	New Orleans	73.7	78.1	78.8	71.9
Newark	71.4	69.9	77.2	73.8	Sioux Falls	71.3	80.3	81.9	79.9
Philadelphia	74.2	75.6	83.3	84.9	St. Louis	74.0	78.5	73.1	72.3
Pittsburgh	67.6	74.4	81.6	84.0	St. Paul	72.6	82.2	77.8	85.9
Providence	78.0	83.7	73.9	82.4	Waco	71.9	74.8	73.9	73.3
Togus	74.6	78.8	76.2	82.9	Wichita	79.4	78.4	75.7	75.4
White River Junction	65.9	72.6	76.0	72.9					
Wilmington	78.1	71.4	71.3	77.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	76.5	67.8	71.8	73.5	Albuquerque	72.8	71.9	78.2	78.0
Columbia	70.9	75.6	71.6	77.4	Anchorage	61.9	66.7	59.3	75.3
Huntington	74.8	76.6	70.6	73.9	Boise	70.5	70.7	73.5	71.9
Jackson	69.6	65.8	73.2	72.0	Cheyenne	65.8	74.5	73.4	81.6
Louisville	73.6	75.5	73.3	81.3	Denver	68.6	81.5	85.1	81.3
Montgomery	78.9	86.2	76.9	72.3	Ft. Harrison	70.5	74.8	70.9	74.2
Nashville	70.5	82.9	79.7	77.3	Honolulu	72.2	81.9	78.2	83.5
Roanoke	75.0	71.2	73.9	69.9	Los Angeles	61.1	72.4	82.4	72.7
San Juan	82.4	89.1	83.5	82.3	Oakland	72.7	70.8	81.5	75.8
St. Petersburg	71.9	81.6	71.3	75.7	Phoenix	77.0	65.6	71.2	75.0
Washington	68.8	62.4	75.7	64.6	Portland	65.4	69.6	67.6	70.5
Winston-Salem	76.9	81.6	79.5	78.0	Reno	66.7	65.2	72.1	72.8
					Salt Lake City	75.2	78.5	71.8	75.5
					San Diego	75.6	67.4	84.8	88.0
					Seattle	62.0	79.8	68.9	78.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO WERE CONTACTED BY VA ABOUT CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	15.6	17.3	16.9	17.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	18.1	16.4	18.1	21.9	Chicago	15.4	16.7	16.1	18.8
Boston	12.4	10.8	13.9	9.1	Des Moines	17.3	11.5	15.8	16.1
Buffalo	12.2	10.3	15.2	11.1	Fargo	15.5	12.3	15.0	15.6
Cleveland	19.2	19.8	17.1	19.0	Houston	12.8	17.4	16.6	19.9
Detroit	19.5	16.3	14.9	16.8	Lincoln	9.6	11.3	19.5	16.1
Hartford	15.8	16.3	12.1	10.8	Little Rock	19.0	24.7	17.7	16.8
Indianapolis	14.2	18.4	18.3	16.5	Milwaukee	17.1	16.2	15.2	19.3
Manchester	14.8	20.2	17.2	19.1	Muskogee	15.1	14.7	15.7	25.0
New York	18.0	19.2	14.0	13.6	New Orleans	13.0	10.6	11.7	11.3
Newark	13.6	17.5	16.7	16.0	Sioux Falls	14.9	15.9	16.6	11.6
Philadelphia	16.0	22.8	18.0	18.8	St. Louis	11.0	16.5	13.6	16.8
Pittsburgh	26.0	29.0	26.0	19.5	St. Paul	16.6	14.0	14.0	23.1
Providence	15.4	14.3	19.7	18.5	Waco	18.9	21.7	16.8	16.4
Togus	16.8	17.5	23.4	18.2	Wichita	13.4	13.9	10.3	13.0
White River Junction	20.4	17.1	14.2	16.5					
Wilmington	10.8	12.1	12.4	15.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	12.8	16.7	14.6	15.0	Albuquerque	10.7	12.2	12.9	15.5
Columbia	21.2	22.1	18.6	16.5	Anchorage	15.7	25.7	23.0	21.7
Huntington	11.0	15.2	14.1	12.1	Boise	12.9	17.7	19.1	18.1
Jackson	13.7	16.9	13.8	13.8	Cheyenne	12.5	18.8	23.3	18.1
Louisville	15.9	13.5	13.6	15.9	Denver	12.8	17.6	17.3	15.9
Montgomery	13.9	12.2	17.8	15.5	Ft. Harrison	13.5	17.4	14.9	15.6
Nashville	16.5	13.9	11.5	18.7	Honolulu	12.7	12.0	16.9	13.2
Roanoke	16.0	13.9	15.3	13.6	Los Angeles	17.6	16.3	16.7	19.3
San Juan	13.5	20.6	17.8	15.8	Oakland	14.6	14.1	17.7	15.5
St. Petersburg	12.4	17.3	21.7	14.4	Phoenix	15.9	17.0	14.7	15.4
Washington	15.4	17.5	19.9	16.9	Portland	19.5	18.6	24.7	22.1
Winston-Salem	16.9	18.9	15.4	12.0	Reno	15.8	11.3	14.4	11.8
					Salt Lake City	21.3	23.0	17.0	30.9
					San Diego	17.0	18.7	19.0	20.0
					Seattle	20.2	23.6	18.9	18.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO DID NOT TRY REACHING VA BY PHONE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	46.6	46.0	48.3	48.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	40.1	38.4	41.5	41.7	Chicago	47.1	48.8	49.9	51.5
Boston	53.3	51.8	57.8	52.4	Des Moines	51.3	48.6	53.8	52.6
Buffalo	47.0	54.0	53.8	47.1	Fargo	62.2	62.5	68.6	63.1
Cleveland	47.1	39.7	40.9	45.1	Houston	49.0	50.0	52.6	48.3
Detroit	47.1	45.5	50.9	49.5	Lincoln	57.8	50.9	64.7	67.9
Hartford	45.0	42.6	48.3	48.0	Little Rock	41.3	46.7	48.4	44.6
Indianapolis	48.3	47.8	44.0	56.1	Milwaukee	56.9	53.6	53.8	47.5
Manchester	52.0	46.7	59.6	55.4	Muskogee	46.7	44.4	49.1	46.9
New York	38.3	41.4	44.3	47.8	New Orleans	51.3	52.9	56.4	45.3
Newark	41.8	37.9	43.0	44.6	Sioux Falls	59.4	61.0	62.0	61.7
Philadelphia	41.9	46.9	44.9	44.5	St. Louis	48.8	50.5	50.1	53.7
Pittsburgh	47.0	46.7	47.3	51.8	St. Paul	61.0	62.8	56.5	52.0
Providence	41.7	38.4	48.7	47.1	Waco	48.5	41.5	46.9	49.1
Togus	53.9	48.9	54.9	59.0	Wichita	44.7	46.7	50.0	51.8
White River Junction	50.9	46.3	55.4	52.1					
Wilmington	52.5	46.2	48.9	49.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	43.9	49.4	45.3	40.5	Albuquerque	50.1	44.8	55.9	53.8
Columbia	51.5	47.7	50.8	48.4	Anchorage	42.7	38.9	45.2	48.9
Huntington	46.6	47.5	50.3	52.5	Boise	47.8	41.3	52.6	54.1
Jackson	50.6	52.1	52.8	50.7	Cheyenne	50.0	51.7	50.0	55.4
Louisville	48.9	41.8	47.9	46.2	Denver	40.5	45.9	50.0	55.8
Montgomery	50.5	51.0	50.9	47.7	Ft. Harrison	44.4	46.9	50.2	51.1
Nashville	43.7	45.2	44.3	46.0	Honolulu	49.3	48.0	51.8	51.6
Roanoke	44.2	42.6	41.7	42.7	Los Angeles	40.9	39.2	42.3	44.4
San Juan	52.5	50.2	49.6	55.1	Oakland	45.7	48.1	49.9	51.3
St. Petersburg	40.9	44.3	47.3	49.2	Phoenix	38.7	36.9	47.6	49.1
Washington	33.7	39.7	39.3	35.7	Portland	44.4	39.4	43.0	44.7
Winston-Salem	52.3	46.2	51.3	49.1	Reno	42.5	45.5	49.5	48.1
					Salt Lake City	40.4	36.9	39.7	42.6
					San Diego	43.5	42.8	47.3	47.6
					Seattle	41.6	40.8	46.3	47.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO GET THROUGH TO VA BY PHONE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	50.1	48.2	47.4	49.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	47.7	48.2	50.2	43.5	Chicago	53.8	50.8	52.3	51.3
Boston	54.7	47.3	49.2	46.2	Des Moines	56.7	47.0	54.1	51.0
Buffalo	50.0	53.3	47.8	50.0	Fargo	57.1	56.0	61.0	51.7
Cleveland	55.8	53.1	54.0	56.7	Houston	42.6	45.1	46.4	50.7
Detroit	53.0	59.7	51.0	48.3	Lincoln	51.9	52.8	59.6	54.9
Hartford	50.7	46.6	54.5	57.0	Little Rock	45.1	48.6	47.8	48.6
Indianapolis	59.2	53.4	52.5	54.6	Milwaukee	51.6	54.6	41.2	56.3
Manchester	50.5	48.5	52.0	45.6	Muskogee	57.3	44.9	55.9	54.6
New York	49.0	48.0	38.1	43.1	New Orleans	54.8	53.2	54.0	47.7
Newark	37.4	41.2	43.2	50.9	Sioux Falls	59.0	59.7	57.8	62.1
Philadelphia	51.3	54.0	54.9	58.9	St. Louis	41.2	53.7	45.9	53.2
Pittsburgh	56.0	52.3	47.1	51.1	St. Paul	56.0	57.1	56.2	54.0
Providence	56.5	49.3	58.3	53.8	Waco	57.0	49.5	44.1	45.0
Togus	57.9	44.4	52.5	54.0	Wichita	49.5	48.4	42.1	46.2
White River Junction	52.5	53.3	53.9	58.5					
Wilmington	51.1	32.6	47.5	44.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta	34.9	50.8	45.6	40.2	Albuquerque	48.6	39.0	49.2	54.2
Columbia	57.1	54.5	48.7	46.7	Anchorage	41.1	38.6	32.1	43.8
Huntington	51.6	46.9	50.2	51.7	Boise	48.9	52.2	52.9	51.3
Jackson	41.5	52.5	45.7	50.0	Cheyenne	53.4	48.1	54.0	60.4
Louisville	49.1	47.6	42.4	50.2	Denver	48.0	49.7	47.4	50.7
Montgomery	49.3	44.8	40.0	38.3	Ft. Harrison	51.8	48.3	51.4	50.9
Nashville	53.0	48.2	50.7	47.8	Honolulu	47.7	48.2	50.9	43.8
Roanoke	47.6	38.2	38.9	42.2	Los Angeles	43.8	41.3	38.2	38.8
San Juan	53.6	54.2	45.8	50.6	Oakland	41.9	44.8	37.8	33.3
St. Petersburg	54.5	45.4	48.9	51.4	Phoenix	49.6	46.5	38.0	42.0
Washington	34.0	32.1	33.5	33.7	Portland	42.9	37.7	49.1	43.5
Winston-Salem	52.0	51.5	47.9	54.5	Reno	53.2	44.8	44.8	51.7
					Salt Lake City	58.8	46.8	48.8	56.7
					San Diego	49.1	42.5	45.8	54.2
					Seattle	41.5	35.8	38.8	39.2

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING TO SPEAK WITH VA ON THE PHONE (MINUTES)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	5.8	6.2	6.4	6.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	6.2	5.8	6.4	6.4	Chicago	6.3	5.9	6.0	5.3
Boston	4.9	6.8	5.2	7.2	Des Moines	4.4	4.8	5.1	5.7
Buffalo	5.7	6.3	5.9	5.9	Fargo	5.1	5.4	4.9	5.2
Cleveland	4.9	5.8	5.7	4.9	Houston	8.1	6.4	6.3	6.6
Detroit	5.4	5.5	5.7	5.6	Lincoln	5.2	5.0	4.5	5.2
Hartford	4.6	5.4	5.4	4.9	Little Rock	6.4	6.2	6.5	6.2
Indianapolis	5.0	5.9	6.0	5.3	Milwaukee	5.3	5.4	6.0	6.0
Manchester	5.5	5.4	5.5	6.5	Muskogee	5.3	5.9	6.5	5.7
New York	5.1	6.2	6.9	6.9	New Orleans	5.1	5.1	5.6	6.5
Newark	7.5	6.7	6.1	5.9	Sioux Falls	5.1	4.8	4.1	5.0
Philadelphia	5.1	5.6	6.5	5.9	St. Louis	6.2	6.3	5.9	5.9
Pittsburgh	4.7	5.1	5.2	6.0	St. Paul	4.9	5.1	6.0	5.1
Providence	5.7	5.9	5.6	6.2	Waco	4.9	6.2	6.7	6.6
Togus	4.6	5.9	5.3	5.1	Wichita	6.3	6.4	8.5	6.7
White River Junction	4.8	5.4	5.8	4.7					
Wilmington	4.9	7.0	5.5	6.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	7.8	6.1	7.2	7.8	Albuquerque	6.3	6.0	6.1	5.9
Columbia	4.6	5.4	6.1	6.4	Anchorage	6.7	6.8	7.7	6.8
Huntington	4.9	5.6	5.7	5.4	Boise	5.5	6.1	5.1	4.6
Jackson	6.4	6.2	6.8	6.4	Cheyenne	4.8	5.2	5.2	4.8
Louisville	5.4	6.3	7.4	5.7	Denver	5.7	5.7	5.8	6.1
Montgomery	5.9	5.4	7.6	8.9	Ft. Harrison	4.4	5.1	5.2	5.3
Nashville	5.7	6.0	5.6	6.3	Honolulu	5.1	5.3	5.3	5.8
Roanoke	6.5	8.3	8.4	7.4	Los Angeles	6.0	7.2	7.2	7.7
San Juan	6.5	6.9	7.8	8.3	Oakland	6.7	6.5	8.2	10.0
St. Petersburg	5.5	6.3	6.3	6.7	Phoenix	6.4	5.5	7.6	7.7
Washington	8.2	8.9	8.1	8.8	Portland	6.3	7.2	7.0	7.1
Winston-Salem	4.9	6.1	5.6	6.0	Reno	5.6	6.5	6.7	6.5
					Salt Lake City	5.0	4.9	5.2	4.7
					San Diego	5.5	6.3	6.0	5.3
					Seattle	6.4	8.0	7.7	8.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE TO WAIT TO SPEAK WITH VA ON THE PHONE (MINUTES)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	3.9	4.1	4.1	4.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	3.9	3.8	3.7	4.0	Chicago	3.9	4.3	3.8	4.4
Boston	3.9	3.8	3.5	4.2	Des Moines	3.7	3.6	3.9	3.9
Buffalo	3.9	4.7	4.5	4.2	Fargo	3.9	3.7	3.7	3.8
Cleveland	3.7	4.1	3.6	3.9	Houston	4.5	4.0	4.2	4.0
Detroit	3.8	3.9	3.9	4.3	Lincoln	3.6	3.3	3.5	3.9
Hartford	3.8	3.6	3.7	3.3	Little Rock	4.2	4.0	4.4	4.1
Indianapolis	3.4	4.1	4.3	3.8	Milwaukee	3.2	3.9	4.2	4.1
Manchester	3.8	3.8	3.9	3.8	Muskogee	4.0	4.2	4.1	4.3
New York	3.6	4.7	3.7	4.3	New Orleans	4.3	3.8	3.8	4.3
Newark	3.7	3.9	4.2	3.9	Sioux Falls	3.9	3.8	3.6	3.9
Philadelphia	3.7	3.8	4.5	4.2	St. Louis	4.0	4.5	4.2	4.0
Pittsburgh	3.7	3.6	3.7	4.7	St. Paul	3.4	3.8	4.1	4.0
Providence	4.0	4.1	4.2	4.2	Waco	3.7	4.0	4.2	4.3
Togus	3.3	4.0	4.2	3.5	Wichita	4.3	4.3	4.9	4.1
White River Junction	3.5	3.9	3.8	3.7					
Wilmington	3.7	3.9	3.7	3.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	4.4	4.1	4.2	4.7	Albuquerque	4.6	4.3	4.2	3.8
Columbia	3.8	4.1	4.2	4.1	Anchorage	4.1	3.7	4.3	4.3
Huntington	3.9	4.3	4.4	4.1	Boise	4.1	3.9	3.7	3.9
Jackson	4.4	4.3	3.8	3.9	Cheyenne	3.6	3.9	3.5	3.6
Louisville	4.2	4.1	4.5	4.2	Denver	3.8	3.9	3.6	4.3
Montgomery	3.9	3.9	4.4	5.2	Ft. Harrison	3.3	3.6	3.6	4.0
Nashville	4.2	4.5	4.3	4.2	Honolulu	3.4	3.5	4.1	4.3
Roanoke	3.9	4.3	4.2	4.3	Los Angeles	4.0	4.3	4.7	4.6
San Juan	4.8	4.4	4.7	5.5	Oakland	4.0	4.7	4.7	4.8
St. Petersburg	3.7	4.4	3.8	4.3	Phoenix	4.4	3.9	4.4	4.6
Washington	4.2	4.6	4.2	4.4	Portland	4.2	4.2	4.1	4.1
Winston-Salem	4.0	4.0	3.7	4.0	Reno	3.8	4.2	4.6	4.3
					Salt Lake City	3.5	3.1	3.3	3.5
					San Diego	3.4	3.8	4.6	3.7
					Seattle	3.7	4.2	4.7	4.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

AVERAGE NUMBER OF TIMES A VETERAN CONTACTED VA BY PHONE (OF THOSE WHO CONTACTED BY PHONE)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	3.9	4.0	3.9	3.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	4.2	3.8	4.3	4.1	Chicago	4.5	3.9	3.7	3.9
Boston	3.7	3.7	3.4	3.8	Des Moines	3.6	3.7	4.1	3.6
Buffalo	4.0	4.0	4.1	4.0	Fargo	3.3	3.5	3.3	3.6
Cleveland	4.2	4.0	3.9	3.8	Houston	3.6	3.6	3.8	3.5
Detroit	4.2	4.1	4.4	4.2	Lincoln	3.3	3.7	3.5	3.7
Hartford	3.8	4.1	4.0	3.8	Little Rock	4.1	3.8	4.1	4.2
Indianapolis	3.8	4.3	3.6	3.3	Milwaukee	3.7	3.7	3.9	4.3
Manchester	3.5	4.0	3.6	4.1	Muskogee	3.8	4.1	3.6	3.8
New York	4.2	4.3	4.1	4.3	New Orleans	4.0	3.5	3.8	3.6
Newark	4.6	4.1	4.4	4.1	Sioux Falls	3.6	3.1	3.2	3.3
Philadelphia	3.8	4.0	3.9	3.6	St. Louis	3.9	4.3	3.9	3.9
Pittsburgh	3.9	3.9	3.5	3.7	St. Paul	3.5	3.1	3.6	3.8
Providence	4.0	3.8	3.8	4.3	Waco	3.8	4.2	4.0	3.6
Togus	3.2	4.0	3.7	3.4	Wichita	3.9	4.0	3.7	4.1
White River Junction	3.6	3.7	3.4	3.6					
Wilmington	3.7	4.1	3.9	4.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	4.1	4.6	4.5	4.3	Albuquerque	3.8	3.9	3.5	3.5
Columbia	3.8	3.9	4.1	3.8	Anchorage	4.5	4.3	4.2	3.7
Huntington	4.1	4.2	3.8	4.1	Boise	3.6	4.2	4.0	3.8
Jackson	4.0	4.2	4.1	4.3	Cheyenne	3.7	3.6	4.3	3.8
Louisville	3.7	4.0	3.9	3.8	Denver	4.1	4.4	3.6	3.8
Montgomery	3.9	4.1	4.0	4.4	Ft. Harrison	3.9	4.0	3.9	3.6
Nashville	4.3	4.0	3.7	4.0	Honolulu	4.3	4.0	3.8	3.5
Roanoke	3.9	4.0	3.7	3.9	Los Angeles	4.3	4.6	4.1	4.2
San Juan	3.5	4.0	3.8	3.8	Oakland	4.2	4.1	4.1	4.4
St. Petersburg	3.9	4.0	4.1	3.8	Phoenix	3.9	4.0	3.9	3.8
Washington	4.6	4.6	4.3	4.3	Portland	4.4	4.5	4.2	4.7
Winston-Salem	3.6	3.8	3.6	3.7	Reno	4.0	4.5	4.4	3.6
					Salt Lake City	3.5	3.9	3.5	3.7
					San Diego	3.7	4.3	3.9	3.6
					Seattle	3.7	3.9	3.8	3.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO THOUGHT VA EMPLOYEES WERE VERY OR SOMEWHAT COURTEOUS OVER THE PHONE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	82.1	83.8	83.0	82.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	80.2	85.3	81.7	81.1	Chicago	80.7	79.4	79.3	78.9
Boston	84.6	89.9	85.1	77.0	Des Moines	84.8	89.2	84.7	88.7
Buffalo	78.1	86.9	81.4	81.3	Fargo	82.5	83.1	88.3	84.8
Cleveland	79.8	83.8	87.7	84.7	Houston	76.2	81.1	79.4	81.1
Detroit	82.4	83.4	75.7	75.0	Lincoln	83.2	83.8	87.0	89.5
Hartford	86.6	82.4	84.0	85.1	Little Rock	77.5	78.6	80.1	80.3
Indianapolis	81.1	78.7	85.6	82.5	Milwaukee	88.3	87.9	82.8	84.4
Manchester	87.8	88.4	91.1	90.4	Muskogee	83.6	82.0	83.0	88.0
New York	77.8	80.3	79.5	80.0	New Orleans	87.0	84.8	85.1	83.5
Newark	74.2	81.0	77.8	80.8	Sioux Falls	85.2	85.4	83.9	84.8
Philadelphia	86.9	87.9	86.7	85.9	St. Louis	75.4	81.5	85.2	77.4
Pittsburgh	82.6	80.7	85.6	80.1	St. Paul	84.2	91.5	86.1	82.9
Providence	87.5	89.4	85.1	84.9	Waco	82.5	82.4	83.2	82.8
Togus	82.0	86.8	90.2	93.2	Wichita	81.5	81.1	79.5	84.1
White River Junction	87.9	86.1	90.8	91.1					
Wilmington	82.3	79.6	82.3	82.7					
SOUTHERN AREA					WESTERN AREA				
Atlanta	75.4	85.6	81.3	76.1	Albuquerque	79.8	83.9	80.6	78.4
Columbia	89.8	86.4	82.1	83.7	Anchorage	74.8	80.8	80.4	81.0
Huntington	88.0	92.0	90.4	87.9	Boise	85.9	80.4	87.4	81.4
Jackson	84.4	86.2	85.2	81.4	Cheyenne	77.7	85.3	82.2	85.8
Louisville	86.8	84.5	83.4	83.0	Denver	77.4	83.2	83.7	81.5
Montgomery	83.4	88.2	85.5	83.3	Ft. Harrison	82.3	87.2	84.0	82.6
Nashville	90.4	78.8	83.9	78.6	Honolulu	79.3	83.9	86.1	83.8
Roanoke	86.1	86.8	86.3	85.0	Los Angeles	77.6	82.4	81.4	79.9
San Juan	83.3	80.0	83.1	86.5	Oakland	75.2	74.1	77.6	73.2
St. Petersburg	82.0	84.7	81.7	85.0	Phoenix	80.0	83.3	76.7	81.3
Washington	75.8	82.5	75.0	76.9	Portland	85.8	80.2	86.3	79.4
Winston-Salem	83.5	88.5	82.3	85.3	Reno	87.4	83.3	81.8	82.8
					Salt Lake City	90.8	87.7	81.9	89.6
					San Diego	83.6	82.3	83.2	84.5
					Seattle	79.2	83.2	83.3	82.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO WERE ABLE TO GET INFORMATION ABOUT THEIR CLAIM OVER THE PHONE (OF THOSE WHO NEEDED CLAIM INFORMATION)

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	65.6	65.1	66.1	66.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	65.0	64.1	63.9	61.5	Chicago	60.9	62.5	64.2	65.6
Boston	60.9	69.0	67.6	57.6	Des Moines	69.0	74.3	66.7	69.0
Buffalo	61.8	66.0	61.5	62.5	Fargo	70.1	67.1	69.3	72.1
Cleveland	62.5	69.5	73.2	66.0	Houston	68.7	67.2	60.2	67.0
Detroit	65.6	59.0	59.1	51.5	Lincoln	70.3	70.7	75.0	79.1
Hartford	75.2	62.2	67.0	67.8	Little Rock	63.1	65.0	60.8	63.8
Indianapolis	67.5	64.6	71.3	68.3	Milwaukee	70.1	69.1	60.0	70.8
Manchester	67.4	74.5	76.6	69.8	Muskogee	70.1	64.9	66.8	69.0
New York	61.4	59.7	51.3	66.7	New Orleans	67.5	66.9	66.7	59.0
Newark	50.0	53.1	58.2	60.6	Sioux Falls	62.9	73.4	73.1	60.2
Philadelphia	67.0	64.9	71.0	72.4	St. Louis	57.5	59.4	60.7	61.5
Pittsburgh	75.1	73.2	68.9	65.4	St. Paul	73.5	75.2	67.1	78.2
Providence	71.3	66.5	66.0	65.9	Waco	67.6	63.6	69.5	65.6
Togus	72.7	65.2	77.9	77.8	Wichita	66.4	59.1	61.1	60.1
White River Junction	78.2	67.4	68.8	78.7					
Wilmington	64.4	52.1	55.0	61.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	56.6	64.7	57.1	59.3	Albuquerque	58.1	63.2	71.8	70.4
Columbia	74.7	68.0	68.8	68.4	Anchorage	54.7	60.7	66.0	62.6
Huntington	70.0	71.6	67.7	71.1	Boise	65.4	61.9	69.5	61.3
Jackson	56.5	68.6	60.5	59.3	Cheyenne	65.2	60.9	63.7	68.5
Louisville	60.7	68.7	58.1	67.4	Denver	60.7	66.0	75.0	70.6
Montgomery	63.6	66.2	62.3	53.4	Ft. Harrison	61.5	66.8	64.3	72.4
Nashville	68.5	64.4	78.0	68.6	Honolulu	67.5	65.5	68.0	68.4
Roanoke	65.5	66.5	69.5	66.8	Los Angeles	63.4	59.6	62.2	54.8
San Juan	67.5	69.2	68.3	64.8	Oakland	58.9	53.0	62.0	56.2
St. Petersburg	65.7	64.4	66.7	64.8	Phoenix	68.2	64.1	62.9	59.1
Washington	58.3	58.9	61.8	59.6	Portland	68.4	65.7	66.1	58.9
Winston-Salem	65.3	60.8	66.1	70.1	Reno	64.3	60.6	60.1	61.2
					Salt Lake City	75.7	69.9	74.6	82.1
					San Diego	68.2	62.3	64.2	75.6
					Seattle	69.4	66.5	63.3	71.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: PHONE

PERCENT WHO GOT ALL OR MOST OF WHAT THEY NEEDED TO KNOW THROUGH THEIR PHONE CONTACT WITH VA

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	46.0	46.5	47.6	46.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	41.8	52.3	41.9	42.8	Chicago	41.7	48.6	43.4	44.6
Boston	44.3	55.9	46.7	40.8	Des Moines	52.8	50.8	53.9	50.3
Buffalo	45.6	50.6	46.0	42.0	Fargo	55.7	48.3	53.5	49.4
Cleveland	45.0	54.1	53.6	46.1	Houston	47.5	52.6	44.0	47.5
Detroit	47.1	49.4	44.1	40.5	Lincoln	54.6	52.1	58.6	59.3
Hartford	56.5	38.6	42.4	50.5	Little Rock	38.4	41.9	39.3	45.2
Indianapolis	51.2	47.6	51.5	52.4	Milwaukee	48.6	53.5	46.8	49.5
Manchester	49.3	56.4	54.2	51.1	Muskogee	53.8	46.1	55.0	45.6
New York	41.6	41.5	35.5	43.1	New Orleans	51.0	50.3	49.2	39.4
Newark	32.8	32.7	41.0	39.3	Sioux Falls	48.3	53.2	53.7	50.0
Philadelphia	46.2	46.5	49.5	54.3	St. Louis	38.4	45.4	40.7	42.0
Pittsburgh	55.9	55.9	50.0	47.4	St. Paul	53.3	57.8	49.4	60.5
Providence	51.0	45.8	50.9	51.6	Waco	48.8	42.1	45.2	43.9
Togus	52.8	49.3	56.5	60.5	Wichita	46.3	39.5	45.9	44.8
White River Junction	57.7	44.1	53.5	58.5					
Wilmington	43.4	34.6	40.6	41.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta	38.6	44.2	40.8	41.9	Albuquerque	35.3	43.2	45.2	49.8
Columbia	50.0	49.3	42.8	43.1	Anchorage	38.1	47.1	43.4	42.4
Huntington	48.0	44.3	45.1	49.0	Boise	46.4	46.9	49.1	44.7
Jackson	36.1	45.5	43.8	38.4	Cheyenne	46.6	41.1	43.7	51.0
Louisville	48.7	49.1	42.7	42.9	Denver	47.8	43.8	56.3	47.2
Montgomery	43.3	42.0	46.5	32.6	Ft. Harrison	45.9	51.5	42.3	52.8
Nashville	47.8	43.6	53.7	50.0	Honolulu	46.5	43.4	49.0	47.6
Roanoke	46.9	49.3	51.7	50.2	Los Angeles	42.0	44.2	41.4	34.3
San Juan	45.0	39.0	37.9	44.0	Oakland	39.3	37.1	43.4	39.8
St. Petersburg	41.8	40.2	50.7	43.8	Phoenix	49.8	47.7	44.2	36.1
Washington	38.3	42.1	38.2	40.8	Portland	48.2	46.4	50.0	42.4
Winston-Salem	43.4	45.3	48.5	50.3	Reno	51.1	46.6	37.1	45.4
					Salt Lake City	53.6	54.9	54.4	61.3
					San Diego	51.2	44.9	47.4	56.2
					Seattle	49.2	46.3	44.3	49.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

PERCENT WHO DID NOT VISIT A FEDERAL VA OFFICE REGARDING THEIR CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	72.4	73.1	73.9	73.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	66.0	63.7	64.0	58.1	Chicago	73.9	73.7	80.3	76.1
Boston	68.9	69.8	72.4	71.2	Des Moines	79.2	84.0	85.9	77.6
Buffalo	74.1	78.4	81.0	76.9	Fargo	79.6	79.7	79.4	80.4
Cleveland	74.2	80.2	80.1	81.2	Houston	69.1	69.8	71.4	71.2
Detroit	75.4	73.9	76.8	78.8	Lincoln	84.0	82.5	87.2	87.1
Hartford	68.1	72.7	72.9	70.9	Little Rock	67.2	71.1	68.6	68.3
Indianapolis	78.5	79.8	78.3	81.4	Milwaukee	82.9	83.1	78.8	80.9
Manchester	62.1	66.1	63.0	68.8	Muskogee	74.9	74.1	78.8	72.9
New York	67.5	66.6	70.9	71.9	New Orleans	69.7	72.7	69.8	68.0
Newark	68.0	71.8	71.9	73.1	Sioux Falls	74.6	77.7	76.8	73.5
Philadelphia	72.1	71.2	64.5	75.2	St. Louis	76.7	76.1	77.8	75.3
Pittsburgh	73.0	74.9	76.7	75.3	St. Paul	79.3	75.9	75.1	82.2
Providence	63.7	69.8	63.8	63.5	Waco	69.2	76.2	76.0	69.9
Togus	70.2	64.9	68.7	69.1	Wichita	76.0	73.7	77.4	72.6
White River Junction	71.4	70.0	71.6	73.7					
Wilmington	66.0	63.6	67.4	63.7					
SOUTHERN AREA					WESTERN AREA				
Atlanta	76.5	71.8	74.4	70.1	Albuquerque	62.6	60.9	64.3	60.7
Columbia	71.1	68.5	70.8	68.8	Anchorage	60.7	62.1	62.9	66.4
Huntington	76.1	74.3	74.3	73.7	Boise	68.6	73.7	67.9	73.3
Jackson	73.5	71.6	72.2	70.9	Cheyenne	68.8	70.9	63.2	67.5
Louisville	79.8	79.1	81.0	80.8	Denver	75.2	76.8	73.0	73.9
Montgomery	79.7	75.5	76.8	75.1	Ft. Harrison	73.3	76.0	76.1	74.9
Nashville	76.2	75.9	76.5	77.6	Honolulu	42.8	43.8	44.7	46.2
Roanoke	75.5	81.3	81.5	76.9	Los Angeles	65.1	61.0	63.2	63.9
San Juan	43.0	38.8	43.4	39.3	Oakland	71.4	75.7	77.4	76.9
St. Petersburg	76.7	80.2	76.1	78.2	Phoenix	71.5	70.2	74.3	70.5
Washington	57.3	58.4	56.4	59.9	Portland	76.8	74.6	76.5	75.2
Winston-Salem	80.1	77.4	80.8	77.5	Reno	66.1	60.6	62.8	64.7
					Salt Lake City	64.3	61.8	59.7	61.1
					San Diego	63.0	58.6	66.3	64.4
					Seattle	75.4	77.7	78.8	75.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

PERCENT WHO THOUGHT THE LOCATION OF THE FEDERAL VA OFFICE WAS VERY OR SOMEWHAT CONVENIENT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	63.4	65.3	65.3	65.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	61.0	64.3	59.9	62.2	Chicago	65.0	61.1	59.6	73.0
Boston	65.1	59.7	66.4	60.7	Des Moines	69.9	68.8	64.8	68.3
Buffalo	64.3	69.9	75.0	63.7	Fargo	65.7	70.8	70.7	59.5
Cleveland	62.3	64.5	67.7	62.5	Houston	65.0	74.1	64.8	73.5
Detroit	60.5	62.3	63.1	69.3	Lincoln	72.6	71.3	78.9	71.1
Hartford	63.2	58.6	56.3	60.3	Little Rock	65.3	57.3	64.2	59.5
Indianapolis	57.4	65.0	61.5	80.0	Milwaukee	70.8	69.3	69.1	68.2
Manchester	64.4	65.2	67.1	71.0	Muskogee	60.3	70.5	66.1	67.5
New York	59.7	59.1	58.1	67.6	New Orleans	71.3	74.4	65.8	73.1
Newark	48.1	57.9	61.9	63.5	Sioux Falls	71.5	70.8	75.5	70.2
Philadelphia	58.8	67.4	70.8	63.2	St. Louis	66.7	67.8	61.6	70.2
Pittsburgh	61.0	72.7	55.8	60.7	St. Paul	66.7	75.2	65.8	65.1
Providence	66.5	58.9	54.2	58.5	Waco	70.9	61.6	75.8	66.7
Togus	52.7	62.8	55.8	63.2	Wichita	58.2	68.3	68.5	65.9
White River Junction	59.0	56.4	56.4	54.2					
Wilmington	59.5	66.2	72.4	64.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	60.4	64.9	68.7	66.2	Albuquerque	55.5	56.8	60.5	65.6
Columbia	62.1	71.6	65.1	71.9	Anchorage	68.6	63.0	66.0	65.2
Huntington	62.0	66.7	61.5	72.7	Boise	67.1	57.5	64.8	60.5
Jackson	55.4	66.4	66.9	61.7	Cheyenne	63.0	70.3	62.5	71.2
Louisville	58.6	52.4	55.6	57.6	Denver	57.0	57.0	64.8	65.0
Montgomery	73.5	75.2	66.4	69.5	Ft. Harrison	52.4	56.6	47.5	53.3
Nashville	67.5	68.8	72.2	64.6	Honolulu	68.0	73.2	74.9	73.9
Roanoke	66.1	68.8	74.2	61.9	Los Angeles	56.2	60.7	66.0	54.0
San Juan	64.9	69.4	70.9	64.8	Oakland	60.6	54.0	57.8	58.1
St. Petersburg	65.6	67.4	59.0	70.4	Phoenix	55.8	60.5	57.6	62.6
Washington	61.7	56.6	60.2	56.9	Portland	50.5	51.5	62.7	47.5
Winston-Salem	65.8	66.0	73.0	71.2	Reno	68.8	62.3	71.4	69.6
					Salt Lake City	65.4	52.7	61.1	65.3
					San Diego	73.1	69.3	78.0	62.3
					Seattle	55.4	56.6	52.8	53.1

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING FOR AN IN-PERSON INTERVIEW (MINUTES)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	14.3	14.5	14.5	14.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	12.4	14.4	14.3	14.8	Chicago	12.5	15.6	14.6	15.6
Boston	15.0	15.4	13.4	13.7	Des Moines	10.4	12.0	10.6	8.9
Buffalo	12.6	11.7	11.6	11.4	Fargo	12.2	12.0	10.6	11.1
Cleveland	15.5	14.4	13.2	13.6	Houston	16.5	13.9	16.3	17.9
Detroit	16.6	16.5	16.0	15.2	Lincoln	9.8	12.1	12.7	10.9
Hartford	12.7	12.8	12.5	12.2	Little Rock	16.1	15.0	15.9	17.0
Indianapolis	13.8	13.4	14.3	13.3	Milwaukee	13.0	12.3	12.5	13.2
Manchester	10.8	11.2	11.3	11.6	Muskogee	15.4	13.6	14.1	13.8
New York	15.4	15.7	14.2	14.2	New Orleans	15.3	16.2	15.7	16.3
Newark	17.1	15.7	15.2	15.5	Sioux Falls	11.4	10.6	11.2	9.7
Philadelphia	15.7	15.3	16.5	16.0	St. Louis	13.8	13.6	13.9	12.5
Pittsburgh	12.9	11.6	13.1	14.6	St. Paul	11.2	10.4	12.6	13.0
Providence	13.9	13.6	13.6	14.9	Waco	14.8	15.7	14.2	15.6
Togus	12.6	13.6	11.4	11.7	Wichita	12.8	11.3	14.1	13.8
White River Junction	13.8	14.2	14.6	12.0					
Wilmington	12.8	13.7	14.3	11.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	14.2	15.0	13.6	15.8	Albuquerque	13.6	15.2	12.6	13.5
Columbia	13.5	13.7	14.9	14.4	Anchorage	11.8	13.2	13.1	13.0
Huntington	12.2	14.2	12.8	11.7	Boise	10.1	11.7	10.9	10.9
Jackson	13.2	14.1	15.8	14.6	Cheyenne	12.5	10.6	11.9	11.8
Louisville	14.6	16.1	17.0	16.5	Denver	15.5	14.2	12.1	12.9
Montgomery	12.6	12.0	14.8	16.9	Ft. Harrison	11.2	11.1	12.4	11.9
Nashville	12.4	13.9	13.9	14.8	Honolulu	15.5	16.9	18.8	17.2
Roanoke	13.4	15.7	16.1	15.2	Los Angeles	14.2	15.0	15.7	16.3
San Juan	22.1	20.9	20.8	21.5	Oakland	14.2	14.3	13.7	14.9
St. Petersburg	14.0	15.3	15.1	14.6	Phoenix	13.6	13.0	15.3	15.1
Washington	14.5	16.4	17.6	16.1	Portland	12.0	13.1	11.9	14.1
Winston-Salem	12.3	13.5	14.1	15.7	Reno	12.3	14.8	15.4	14.3
					Salt Lake City	10.1	12.0	10.9	10.9
					San Diego	14.3	14.7	14.2	14.4
					Seattle	13.2	13.9	15.8	15.1

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE TO WAIT TO SEE A VA EMPLOYEE IN-PERSON (MINUTES)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	13.8	13.9	14.0	14.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	12.3	13.6	13.0	13.6	Chicago	12.8	13.6	14.4	15.1
Boston	15.0	14.6	13.5	13.4	Des Moines	12.8	11.6	13.8	12.2
Buffalo	12.2	13.7	12.0	12.8	Fargo	11.9	11.6	12.4	12.7
Cleveland	14.1	13.6	11.1	13.7	Houston	15.0	15.3	15.3	16.6
Detroit	14.9	15.0	15.1	13.7	Lincoln	10.5	11.4	12.5	12.2
Hartford	12.8	11.6	12.1	13.2	Little Rock	14.2	14.4	15.0	13.5
Indianapolis	12.9	12.6	13.4	13.7	Milwaukee	11.5	12.4	12.7	13.1
Manchester	11.8	12.4	12.3	13.2	Muskogee	13.2	14.8	14.1	14.1
New York	13.0	13.3	13.9	13.3	New Orleans	14.9	15.8	15.4	15.8
Newark	14.2	13.9	13.9	13.8	Sioux Falls	13.1	11.5	12.0	12.4
Philadelphia	13.8	14.4	15.1	14.9	St. Louis	14.7	12.0	14.0	13.0
Pittsburgh	13.6	11.7	13.9	13.4	St. Paul	12.0	12.1	12.6	14.5
Providence	13.4	13.2	13.3	13.9	Waco	14.7	16.1	15.4	15.9
Togus	13.4	12.7	13.0	13.2	Wichita	14.7	11.9	12.2	12.8
White River Junction	14.2	13.4	15.1	13.3					
Wilmington	13.5	13.2	14.1	13.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	13.2	13.8	14.0	14.3	Albuquerque	13.3	13.0	13.1	12.5
Columbia	13.6	12.7	14.8	14.0	Anchorage	11.9	12.0	11.8	12.4
Huntington	13.8	15.0	14.3	14.0	Boise	12.5	12.9	12.7	12.3
Jackson	13.5	15.5	14.0	13.8	Cheyenne	12.5	11.9	12.5	12.1
Louisville	16.5	15.8	14.9	16.4	Denver	12.8	13.7	11.6	13.6
Montgomery	13.6	13.2	14.7	15.2	Ft. Harrison	11.5	13.1	12.3	13.7
Nashville	13.8	12.8	15.5	13.9	Honolulu	13.3	14.0	15.4	14.3
Roanoke	13.8	13.4	14.5	14.1	Los Angeles	12.8	12.8	14.8	14.2
San Juan	18.4	17.5	17.0	17.8	Oakland	13.5	13.9	13.7	13.7
St. Petersburg	14.0	15.5	14.5	13.4	Phoenix	12.9	12.6	13.0	12.8
Washington	13.2	13.9	14.3	13.4	Portland	12.5	12.2	13.5	12.6
Winston-Salem	14.4	14.2	14.2	13.7	Reno	12.4	12.7	14.3	14.2
					Salt Lake City	11.1	11.6	10.8	11.3
					San Diego	12.3	12.6	14.0	12.7
					Seattle	12.0	13.7	13.3	13.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

AVERAGE NUMBER OF TIMES A VETERAN VISITED A FEDERAL VA OFFICE (OF THOSE WHO VISITED FEDERAL VA OFFICE)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	3.3	3.2	3.2	3.3					
EASTERN AREA					CENTRAL AREA				
Baltimore	2.8	3.1	3.1	3.0	Chicago	3.4	2.9	3.1	3.3
Boston	3.0	3.0	3.1	3.1	Des Moines	2.9	2.3	2.8	2.8
Buffalo	3.1	3.0	3.6	3.3	Fargo	2.6	3.2	2.6	2.9
Cleveland	3.0	3.0	3.2	2.5	Houston	4.0	3.1	3.3	3.3
Detroit	3.2	3.2	3.0	3.5	Lincoln	2.9	2.8	2.8	2.9
Hartford	2.9	3.2	3.5	3.2	Little Rock	3.4	3.2	3.2	3.9
Indianapolis	3.0	3.4	3.1	2.7	Milwaukee	3.2	3.4	3.9	3.3
Manchester	2.7	2.6	2.3	2.7	Muskogee	3.2	3.0	3.1	2.8
New York	3.9	3.9	3.1	3.6	New Orleans	3.6	3.4	3.1	3.4
Newark	4.0	3.5	3.5	3.3	Sioux Falls	3.5	2.6	3.0	3.2
Philadelphia	3.6	3.2	3.0	3.5	St. Louis	3.4	3.3	2.9	3.2
Pittsburgh	3.0	3.0	2.7	2.8	St. Paul	2.7	3.0	2.8	2.7
Providence	3.4	3.3	3.1	3.5	Waco	3.3	3.3	2.9	3.1
Togus	2.8	3.6	3.1	3.1	Wichita	3.2	3.3	3.6	3.3
White River Junction	3.0	3.1	2.9	3.2					
Wilmington	3.1	2.9	3.3	3.3					
SOUTHERN AREA					WESTERN AREA				
Atlanta	3.4	3.5	3.4	3.3	Albuquerque	3.7	3.4	3.1	3.2
Columbia	3.6	3.1	3.0	3.3	Anchorage	3.5	3.9	3.9	3.5
Huntington	3.5	3.2	3.3	3.3	Boise	2.8	3.0	3.0	3.1
Jackson	3.2	3.4	3.4	3.6	Cheyenne	3.3	3.3	3.4	3.6
Louisville	2.5	2.9	2.9	2.8	Denver	2.9	3.4	3.1	2.9
Montgomery	3.3	3.2	3.0	4.1	Ft. Harrison	3.5	3.3	3.3	3.4
Nashville	3.3	3.2	3.2	3.4	Honolulu	4.1	3.8	3.3	3.5
Roanoke	2.7	2.8	3.2	2.6	Los Angeles	3.7	3.8	3.2	3.8
San Juan	3.2	3.6	3.5	3.7	Oakland	3.7	3.2	3.1	3.2
St. Petersburg	3.2	3.3	3.4	3.1	Phoenix	3.0	2.8	2.7	3.5
Washington	3.7	3.5	3.0	4.0	Portland	3.3	3.2	3.6	3.6
Winston-Salem	3.1	3.0	3.0	2.8	Reno	3.3	3.4	3.6	3.4
					Salt Lake City	2.6	2.7	3.1	3.4
					San Diego	3.1	3.4	2.9	2.9
					Seattle	2.9	3.0	3.1	2.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

PERCENT WHO SAID VA EMPLOYEES WERE VERY OR SOMEWHAT COURTEOUS DURING THEIR IN-PERSON VISIT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	87.1	87.1	87.7	87.4					
EASTERN AREA					CENTRAL AREA				
Baltimore	88.1	88.7	81.9	89.2	Chicago	86.7	84.7	87.4	83.0
Boston	87.7	89.7	90.6	89.5	Des Moines	89.1	92.3	88.7	91.3
Buffalo	85.2	89.6	88.3	91.4	Fargo	84.5	87.0	93.8	92.7
Cleveland	85.2	88.0	86.2	87.7	Houston	86.0	89.6	82.3	85.5
Detroit	85.0	86.8	84.1	84.2	Lincoln	89.2	88.0	94.7	92.1
Hartford	86.2	80.0	82.3	81.0	Little Rock	84.2	84.6	78.8	78.4
Indianapolis	80.9	86.4	87.5	89.2	Milwaukee	87.6	86.0	87.0	87.6
Manchester	92.1	91.2	93.9	94.4	Muskogee	87.9	84.8	84.3	86.4
New York	82.5	85.5	89.1	89.2	New Orleans	90.4	85.8	90.7	90.5
Newark	82.4	84.5	88.3	89.1	Sioux Falls	88.4	86.1	93.6	91.2
Philadelphia	86.7	86.0	89.7	92.4	St. Louis	87.4	81.2	86.7	84.1
Pittsburgh	88.2	89.2	90.2	83.9	St. Paul	87.5	94.4	93.3	88.5
Providence	88.7	90.0	93.3	86.0	Waco	82.8	82.3	91.7	88.7
Togus	89.4	91.1	89.3	95.4	Wichita	89.6	85.0	82.7	84.5
White River Junction	95.0	84.6	89.7	90.4					
Wilmington	89.5	85.1	87.8	90.4					
SOUTHERN AREA					WESTERN AREA				
Atlanta	85.7	84.2	84.8	86.6	Albuquerque	85.0	86.7	89.5	86.5
Columbia	94.7	90.7	89.6	89.4	Anchorage	84.0	83.2	87.1	92.5
Huntington	94.0	88.4	93.0	94.8	Boise	90.3	89.3	91.2	89.8
Jackson	84.4	88.0	90.0	87.3	Cheyenne	85.7	87.6	82.6	90.2
Louisville	89.4	83.7	86.0	89.3	Denver	89.6	81.0	89.1	88.8
Montgomery	91.5	94.3	91.0	87.5	Ft. Harrison	85.2	86.0	81.4	83.3
Nashville	91.8	91.6	91.7	87.2	Honolulu	87.3	90.5	88.6	90.0
Roanoke	91.7	84.4	90.2	85.8	Los Angeles	80.7	90.8	88.8	82.8
San Juan	86.6	84.4	87.2	88.9	Oakland	85.8	86.3	82.8	81.6
St. Petersburg	87.6	83.5	86.8	89.6	Phoenix	85.1	89.3	82.4	83.8
Washington	83.2	87.1	82.7	77.6	Portland	85.5	84.2	90.1	87.5
Winston-Salem	90.3	89.9	88.3	87.9	Reno	89.3	89.3	87.9	91.2
					Salt Lake City	91.4	89.0	84.9	88.7
					San Diego	86.3	88.2	89.4	85.1
					Seattle	89.7	90.1	82.7	82.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

PERCENT WHO SAID VA WAS ABLE TO GIVE CLAIM INFORMATION DURING THEIR IN-PERSON VISIT (OF THOSE WHO SPOKE WITH A VA STAFF PERSON AND NEEDED CLAIM INFORMATION)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	70.4	72.3	71.7	72.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	75.3	77.7	71.3	72.8	Chicago	63.2	75.0	72.4	78.8
Boston	71.5	72.8	76.4	65.2	Des Moines	72.2	76.7	71.2	79.6
Buffalo	67.6	70.1	68.4	65.7	Fargo	69.8	74.7	78.7	74.5
Cleveland	66.7	71.1	72.9	72.6	Houston	68.9	80.2	66.7	78.8
Detroit	71.2	62.2	73.3	66.7	Lincoln	84.0	76.3	85.1	80.5
Hartford	73.2	67.3	75.0	67.7	Little Rock	66.3	65.2	60.5	63.6
Indianapolis	60.7	74.7	74.5	70.8	Milwaukee	75.3	72.5	73.5	78.4
Manchester	79.0	80.0	75.6	71.5	Muskogee	72.3	69.2	70.8	74.3
New York	63.6	64.8	70.6	69.5	New Orleans	62.8	73.1	68.1	68.9
Newark	56.1	64.2	61.5	63.8	Sioux Falls	71.8	68.8	79.4	75.8
Philadelphia	72.7	69.7	76.9	78.8	St. Louis	67.6	73.6	64.9	62.2
Pittsburgh	73.1	80.0	78.1	74.0	St. Paul	75.0	81.6	71.2	78.5
Providence	73.0	68.5	73.4	71.8	Waco	69.3	69.5	68.5	68.2
Togus	75.0	77.2	78.1	80.7	Wichita	65.0	66.4	69.1	64.2
White River Junction	70.3	65.1	74.3	80.8					
Wilmington	73.6	65.0	70.3	69.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	73.7	68.3	66.7	67.8	Albuquerque	61.5	70.2	77.1	72.1
Columbia	78.9	69.0	70.7	73.5	Anchorage	67.9	65.6	75.4	70.2
Huntington	75.8	71.2	68.9	84.3	Boise	69.9	67.9	78.0	75.0
Jackson	65.1	71.5	70.4	66.9	Cheyenne	64.0	60.7	67.5	72.4
Louisville	71.8	63.4	69.8	70.4	Denver	67.7	66.0	81.6	77.9
Montgomery	75.9	76.3	66.4	68.8	Ft. Harrison	66.4	70.7	75.4	65.4
Nashville	67.2	73.8	71.7	61.8	Honolulu	65.7	74.1	76.1	73.1
Roanoke	73.0	71.6	71.3	71.3	Los Angeles	71.5	73.8	71.5	66.0
San Juan	78.8	80.8	79.2	71.1	Oakland	73.3	65.3	72.9	67.0
St. Petersburg	68.3	71.9	73.5	71.0	Phoenix	72.6	67.5	63.2	73.0
Washington	70.1	68.8	71.1	71.9	Portland	68.7	74.7	79.0	73.9
Winston-Salem	73.6	70.6	69.6	81.2	Reno	68.0	68.4	62.6	75.6
					Salt Lake City	76.9	72.3	74.7	78.9
					San Diego	76.0	75.7	71.6	74.5
					Seattle	69.4	80.0	64.6	77.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: IN-PERSON VISIT

PERCENT WHO RECEIVED ALL OR MOST OF THE INFORMATION THEY NEEDED DURING THEIR IN-PERSON VISIT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	56.3	55.6	55.6	56.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	58.0	60.7	48.3	50.0	Chicago	50.4	53.5	52.9	64.9
Boston	61.6	58.1	59.1	53.1	Des Moines	52.5	61.0	62.3	63.8
Buffalo	55.4	56.8	52.6	54.8	Fargo	56.0	66.0	67.5	61.1
Cleveland	52.5	53.8	52.2	55.7	Houston	61.7	61.9	51.2	66.2
Detroit	61.3	55.2	53.7	54.5	Lincoln	70.7	67.9	67.1	62.2
Hartford	56.9	51.3	52.8	52.9	Little Rock	45.9	43.8	46.0	45.3
Indianapolis	48.0	54.9	57.5	49.5	Milwaukee	61.9	55.3	52.3	57.3
Manchester	64.4	62.8	56.5	60.3	Muskogee	58.1	55.8	57.8	54.6
New York	53.9	47.7	50.0	51.5	New Orleans	57.6	55.1	56.5	52.1
Newark	43.3	40.0	50.0	47.4	Sioux Falls	56.2	60.2	64.8	61.5
Philadelphia	53.3	58.9	58.2	63.0	St. Louis	49.6	53.8	51.3	56.2
Pittsburgh	56.3	66.7	54.6	58.0	St. Paul	65.7	60.2	55.9	69.4
Providence	57.1	56.7	59.4	54.5	Waco	55.0	46.4	57.1	56.9
Togus	60.0	58.3	68.7	65.3	Wichita	54.4	48.7	50.0	54.7
White River Junction	57.7	52.6	63.8	69.0					
Wilmington	54.9	52.7	53.1	52.4					
SOUTHERN AREA					WESTERN AREA				
Atlanta	52.0	55.0	50.9	51.6	Albuquerque	44.1	54.1	61.0	56.5
Columbia	54.6	53.6	54.5	57.7	Anchorage	55.6	48.9	59.1	51.9
Huntington	61.4	52.2	57.9	63.6	Boise	54.1	56.3	55.9	59.7
Jackson	47.1	52.6	48.6	49.3	Cheyenne	50.3	46.4	55.5	58.8
Louisville	61.1	44.3	57.4	54.7	Denver	49.0	50.5	60.7	61.1
Montgomery	65.8	64.5	53.3	51.8	Ft. Harrison	46.8	53.9	61.0	57.1
Nashville	50.4	56.6	53.8	44.4	Honolulu	56.2	61.5	63.3	61.0
Roanoke	61.0	58.9	65.6	56.2	Los Angeles	52.1	59.9	58.6	51.6
San Juan	61.8	58.7	55.2	56.9	Oakland	58.3	54.0	59.2	55.7
St. Petersburg	56.2	55.6	52.5	54.9	Phoenix	60.0	55.4	50.0	54.7
Washington	49.0	46.5	52.6	44.1	Portland	46.0	58.6	55.8	55.4
Winston-Salem	59.3	53.6	55.7	55.9	Reno	58.3	49.6	52.7	63.4
					Salt Lake City	63.6	62.2	56.5	58.9
					San Diego	66.7	55.6	56.8	60.1
					Seattle	52.5	61.0	45.8	55.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

PERCENT WHO DID NOT WRITE TO VA ABOUT THEIR CLAIM

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	74.4	74.4	74.6	73.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	70.1	74.4	75.0	68.6	Chicago	70.3	71.5	70.8	74.8
Boston	73.3	71.9	72.7	72.6	Des Moines	71.9	71.4	78.2	80.7
Buffalo	71.0	77.6	77.1	72.9	Fargo	88.9	83.0	87.8	85.8
Cleveland	71.4	72.1	75.1	75.3	Houston	76.1	76.2	77.1	72.6
Detroit	77.2	79.0	77.8	74.0	Lincoln	82.0	80.8	82.1	85.6
Hartford	72.9	70.6	69.1	67.8	Little Rock	72.2	74.6	78.3	73.7
Indianapolis	73.0	73.4	72.3	75.3	Milwaukee	72.4	77.7	72.0	75.0
Manchester	78.5	75.1	76.5	77.7	Muskogee	73.8	72.4	76.7	74.7
New York	68.4	69.4	68.5	67.4	New Orleans	74.8	76.1	78.3	76.4
Newark	68.0	61.3	71.2	67.3	Sioux Falls	78.5	79.3	85.9	80.0
Philadelphia	68.8	72.8	75.4	73.6	St. Louis	73.5	74.9	76.8	72.5
Pittsburgh	77.7	72.9	73.1	77.4	St. Paul	83.8	85.0	78.6	80.9
Providence	74.2	74.3	76.3	70.7	Waco	74.6	75.4	73.9	74.9
Togus	82.0	78.3	81.5	78.7	Wichita	78.3	81.2	77.1	77.1
White River Junction	79.0	73.7	76.2	77.3					
Wilmington	80.7	80.3	81.1	81.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	78.1	74.7	74.4	73.9	Albuquerque	72.0	74.5	79.3	71.2
Columbia	74.6	76.9	75.2	71.3	Anchorage	78.9	78.5	77.8	81.7
Huntington	74.0	75.1	77.1	76.7	Boise	77.0	76.5	76.2	74.3
Jackson	68.1	77.4	74.9	72.4	Cheyenne	78.7	76.9	78.4	77.3
Louisville	75.4	73.5	76.8	77.2	Denver	72.1	73.2	77.5	75.5
Montgomery	78.7	82.3	81.5	75.9	Ft. Harrison	74.7	74.3	75.7	70.0
Nashville	75.1	74.9	74.5	72.6	Honolulu	78.2	71.2	77.0	77.4
Roanoke	73.4	76.4	70.4	63.7	Los Angeles	71.0	65.2	70.9	69.0
San Juan	74.3	75.2	70.5	72.0	Oakland	73.2	72.8	69.9	72.1
St. Petersburg	73.3	70.8	67.4	70.2	Phoenix	70.8	73.1	70.7	73.0
Washington	69.4	63.6	68.5	70.8	Portland	71.8	69.5	71.0	73.6
Winston-Salem	78.9	79.1	78.6	74.4	Reno	70.4	70.3	73.7	70.0
					Salt Lake City	69.6	70.3	70.8	67.2
					San Diego	79.2	74.7	76.9	76.9
					Seattle	74.5	72.0	79.4	75.2

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

AVERAGE AMOUNT OF TIME A VETERAN SPENT WAITING FOR VA TO RESPOND TO MAIL CORRESPONDENCE (DAYS)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	32.6	34.0	33.9	33.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	30.4	33.5	35.2	31.0	Chicago	33.1	31.4	31.2	34.2
Boston	30.7	29.1	28.4	36.8	Des Moines	27.2	37.3	30.7	32.8
Buffalo	29.9	32.8	29.4	32.9	Fargo	24.2	32.2	29.3	30.3
Cleveland	33.6	32.1	30.0	37.3	Houston	32.9	34.8	37.0	33.0
Detroit	33.9	35.8	34.6	36.2	Lincoln	32.5	32.8	24.6	28.4
Hartford	28.4	37.0	32.8	29.8	Little Rock	28.5	31.3	36.6	33.1
Indianapolis	26.1	33.9	31.5	35.3	Milwaukee	27.1	32.1	31.2	33.5
Manchester	27.2	32.7	22.8	30.2	Muskogee	30.7	34.3	28.3	28.6
New York	34.7	38.3	40.3	33.7	New Orleans	34.2	32.0	32.0	34.5
Newark	37.6	37.5	39.1	35.1	Sioux Falls	28.5	29.3	26.6	33.0
Philadelphia	36.2	33.7	32.0	30.7	St. Louis	36.6	32.8	36.9	32.5
Pittsburgh	24.6	28.3	27.9	25.8	St. Paul	31.5	32.4	29.1	34.5
Providence	30.0	27.3	29.6	34.1	Waco	36.0	31.4	35.1	36.1
Togus	23.2	25.6	25.9	22.7	Wichita	34.5	34.9	36.5	32.2
White River Junction	22.3	30.5	31.6	24.3					
Wilmington	27.5	31.2	33.6	34.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	36.8	39.1	38.8	40.1	Albuquerque	32.5	33.9	33.3	30.4
Columbia	30.1	35.1	36.5	32.2	Anchorage	38.7	31.9	35.0	37.0
Huntington	34.0	33.2	36.4	30.5	Boise	32.5	33.0	29.3	29.0
Jackson	26.3	33.2	32.3	33.4	Cheyenne	34.9	31.3	35.3	26.8
Louisville	35.5	35.4	33.8	35.5	Denver	29.7	36.0	34.7	30.1
Montgomery	34.0	31.7	36.8	36.4	Ft. Harrison	33.0	26.7	28.5	26.2
Nashville	33.4	34.0	33.7	34.3	Honolulu	35.0	30.4	32.0	33.7
Roanoke	32.7	37.6	32.8	31.5	Los Angeles	31.3	34.5	33.2	37.6
San Juan	42.2	38.0	42.6	41.6	Oakland	36.1	36.4	36.0	39.2
St. Petersburg	33.8	35.3	36.8	35.3	Phoenix	27.6	34.0	32.5	37.3
Washington	37.0	34.7	39.7	34.1	Portland	33.0	37.3	32.5	36.1
Winston-Salem	33.6	37.5	33.4	33.5	Reno	33.4	34.9	34.3	33.8
					Salt Lake City	23.7	26.8	25.3	23.8
					San Diego	30.5	34.2	33.0	31.3
					Seattle	32.3	34.9	34.4	35.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

AVERAGE AMOUNT OF TIME A VETERAN THOUGHT WAS REASONABLE FOR VA TO RESPOND TO MAIL CORRESPONDENCE (DAYS)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	19.1	19.9	19.6	19.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	17.3	19.0	19.7	17.2	Chicago	17.7	18.3	19.8	19.4
Boston	19.8	17.6	20.4	21.7	Des Moines	15.4	20.2	17.3	17.9
Buffalo	17.0	21.0	19.3	21.0	Fargo	17.1	15.9	19.9	15.1
Cleveland	20.8	18.5	18.5	23.7	Houston	19.2	20.2	21.4	21.2
Detroit	19.4	23.9	21.1	19.6	Lincoln	20.0	18.8	15.1	18.6
Hartford	17.1	20.3	18.3	17.6	Little Rock	17.1	18.9	20.3	20.1
Indianapolis	15.2	19.2	16.4	20.1	Milwaukee	18.2	22.6	18.9	16.8
Manchester	16.7	18.0	13.6	17.6	Muskogee	18.9	20.7	18.0	18.0
New York	18.2	20.0	20.5	19.7	New Orleans	20.7	19.0	16.8	20.3
Newark	19.4	20.3	21.1	20.7	Sioux Falls	16.6	18.4	15.5	18.2
Philadelphia	19.8	20.0	20.4	19.4	St. Louis	18.0	18.4	20.5	17.9
Pittsburgh	14.9	17.0	15.4	16.4	St. Paul	15.5	21.5	20.6	19.6
Providence	17.8	15.6	21.0	18.2	Waco	19.3	21.1	20.4	21.2
Togus	14.5	15.5	16.0	13.1	Wichita	20.5	15.5	20.0	19.7
White River Junction	12.4	17.2	18.7	14.3					
Wilmington	15.4	17.7	18.7	20.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	22.5	23.6	21.9	20.7	Albuquerque	16.5	20.7	16.6	19.7
Columbia	20.4	20.2	22.8	20.0	Anchorage	21.7	17.2	17.7	19.2
Huntington	19.0	18.5	22.0	17.9	Boise	17.1	17.7	17.1	17.8
Jackson	17.7	19.1	20.0	20.6	Cheyenne	19.1	17.2	15.6	16.9
Louisville	20.2	17.4	17.5	19.9	Denver	16.0	18.3	20.0	17.9
Montgomery	19.7	19.2	21.1	18.8	Ft. Harrison	18.5	17.6	16.0	16.0
Nashville	20.4	19.8	18.6	21.4	Honolulu	16.0	19.5	20.3	20.7
Roanoke	20.2	21.1	16.3	18.3	Los Angeles	18.7	19.1	18.0	21.4
San Juan	25.9	23.4	23.0	26.0	Oakland	18.9	20.3	21.1	18.3
St. Petersburg	20.0	21.1	22.8	24.1	Phoenix	17.5	18.2	18.0	19.7
Washington	20.5	20.4	19.1	16.3	Portland	18.8	19.8	16.8	20.5
Winston-Salem	22.8	23.7	20.3	20.8	Reno	19.5	20.5	17.1	20.5
					Salt Lake City	16.5	16.8	15.8	16.7
					San Diego	17.5	20.1	20.7	23.8
					Seattle	16.9	18.8	19.5	20.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

AVERAGE NUMBER OF TIMES A VETERAN WROTE TO VA ABOUT A CLAIM (OF THOSE WHO WROTE TO VA)

Nation	2000	2001	2002	2003		2000	2001	2002	2003
Nation	3.1	3.1	2.9	3.1					
EASTERN AREA					CENTRAL AREA				
Baltimore	3.1	2.7	2.9	3.4	Chicago	3.2	3.0	3.1	3.2
Boston	2.9	2.8	2.3	3.3	Des Moines	3.0	2.6	3.2	3.3
Buffalo	3.3	3.1	3.1	2.9	Fargo	2.5	2.8	2.7	3.2
Cleveland	3.4	3.2	2.9	3.2	Houston	2.9	3.0	3.1	3.0
Detroit	3.3	2.9	3.2	2.9	Lincoln	2.4	2.7	3.1	2.3
Hartford	3.0	3.1	3.2	2.7	Little Rock	3.1	2.9	2.8	3.2
Indianapolis	3.1	2.8	2.9	2.5	Milwaukee	2.9	2.9	2.7	3.2
Manchester	2.5	3.4	2.6	2.9	Muskogee	3.1	3.2	2.6	3.0
New York	3.5	3.3	3.2	3.0	New Orleans	3.2	3.0	2.6	3.6
Newark	3.6	3.2	2.9	3.2	Sioux Falls	3.2	2.8	2.8	2.9
Philadelphia	3.1	3.0	3.0	3.0	St. Louis	3.3	3.0	2.8	3.0
Pittsburgh	3.2	3.1	2.7	2.6	St. Paul	2.4	2.5	2.4	3.5
Providence	3.0	2.9	2.5	3.5	Waco	3.5	2.9	3.0	3.2
Togus	3.0	3.0	2.8	3.1	Wichita	2.8	2.8	2.8	3.1
White River Junction	2.6	2.8	2.8	2.7					
Wilmington	2.8	3.3	3.2	2.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	2.9	3.4	3.0	3.5	Albuquerque	3.0	3.5	3.5	2.9
Columbia	2.6	3.1	2.6	2.8	Anchorage	3.5	2.9	3.2	2.9
Huntington	3.3	3.3	3.5	3.2	Boise	2.8	3.1	2.8	2.8
Jackson	3.0	3.7	3.5	3.4	Cheyenne	3.5	3.3	3.5	3.2
Louisville	2.9	3.0	3.0	3.1	Denver	2.6	3.6	2.3	2.8
Montgomery	3.4	3.1	3.1	3.6	Ft. Harrison	3.7	3.2	3.3	3.4
Nashville	3.3	3.3	2.8	3.2	Honolulu	3.8	2.8	3.0	3.0
Roanoke	2.7	2.8	2.5	3.0	Los Angeles	3.7	3.3	3.2	3.5
San Juan	3.2	3.4	3.4	3.2	Oakland	3.4	3.1	3.0	3.2
St. Petersburg	2.9	3.0	3.1	3.2	Phoenix	2.9	2.8	3.2	3.3
Washington	3.0	3.1	3.2	3.2	Portland	3.4	2.9	3.0	3.5
Winston-Salem	2.6	2.5	3.0	3.0	Reno	3.5	3.5	3.2	3.0
					Salt Lake City	3.0	3.1	3.0	3.4
					San Diego	2.7	3.3	2.9	2.4
					Seattle	2.8	2.8	2.9	2.6

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

PERCENT WHO EXPECTED A WRITTEN REPLY FROM VA TO THEIR LETTER

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	86.7	85.9	85.9	85.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	89.0	88.9	85.7	85.8	Chicago	89.0	84.8	86.4	84.3
Boston	86.2	88.1	84.3	88.1	Des Moines	85.8	87.0	82.6	87.1
Buffalo	89.2	83.5	82.4	83.6	Fargo	80.0	82.9	86.0	78.7
Cleveland	83.5	84.9	77.2	85.3	Houston	89.1	87.0	92.4	82.6
Detroit	87.7	79.5	86.9	80.5	Lincoln	83.5	79.5	84.0	88.1
Hartford	85.5	84.1	84.7	90.0	Little Rock	88.6	83.3	81.4	83.5
Indianapolis	91.7	84.8	84.9	89.2	Milwaukee	86.1	87.0	82.7	83.9
Manchester	80.6	84.8	78.1	82.5	Muskogee	81.0	84.9	86.0	86.2
New York	85.7	86.8	90.8	89.2	New Orleans	86.7	86.4	89.4	85.2
Newark	91.3	86.8	86.4	92.0	Sioux Falls	84.0	82.8	78.6	82.5
Philadelphia	86.5	83.9	89.2	87.6	St. Louis	86.2	89.6	91.4	86.8
Pittsburgh	82.6	86.4	86.7	87.8	St. Paul	78.9	76.1	83.2	75.3
Providence	88.6	86.5	80.2	85.5	Waco	86.3	85.3	87.3	84.4
Togus	80.9	89.0	81.4	84.0	Wichita	86.7	81.6	91.1	89.3
White River Junction	80.2	83.3	80.4	85.7					
Wilmington	80.2	83.3	89.7	85.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	87.0	84.1	88.6	89.2	Albuquerque	85.0	90.2	88.1	87.4
Columbia	86.8	87.9	86.8	87.5	Anchorage	84.3	80.0	81.3	84.0
Huntington	83.8	86.7	90.3	86.9	Boise	77.6	84.7	86.8	79.0
Jackson	91.9	90.7	87.3	85.9	Cheyenne	91.8	84.7	85.0	83.0
Louisville	89.7	88.8	77.7	84.9	Denver	86.7	86.0	86.7	87.7
Montgomery	82.9	81.2	83.1	88.6	Ft. Harrison	87.6	88.1	78.6	86.9
Nashville	86.0	82.5	91.7	87.5	Honolulu	93.1	87.2	83.5	85.0
Roanoke	92.6	83.0	85.8	83.1	Los Angeles	90.2	87.5	90.3	87.0
San Juan	91.9	89.4	92.4	94.9	Oakland	82.8	89.2	80.2	78.6
St. Petersburg	83.8	87.5	82.1	93.5	Phoenix	84.3	87.0	88.6	82.5
Washington	88.2	91.5	89.2	88.1	Portland	81.3	83.9	76.7	80.7
Winston-Salem	85.3	92.2	83.3	86.8	Reno	85.8	85.6	85.7	83.9
					Salt Lake City	91.2	88.3	83.7	83.4
					San Diego	92.4	84.5	81.9	81.1
					Seattle	90.7	74.3	86.0	86.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

PERCENT WHO RECEIVED A WRITTEN REPLY FROM VA TO THEIR LETTER

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	69.0	67.4	67.9	69.4					
EASTERN AREA					CENTRAL AREA				
Baltimore	68.9	70.3	63.6	65.6	Chicago	63.2	71.9	67.5	70.3
Boston	71.7	71.7	70.1	71.3	Des Moines	80.0	70.9	64.6	65.8
Buffalo	69.8	71.3	65.8	75.5	Fargo	58.3	59.7	67.2	60.3
Cleveland	65.7	67.6	64.0	71.8	Houston	75.3	70.4	65.1	66.4
Detroit	67.4	65.3	68.5	61.8	Lincoln	67.1	70.0	73.5	73.1
Hartford	75.5	64.8	73.3	68.3	Little Rock	69.8	67.6	60.9	66.7
Indianapolis	71.6	71.7	72.3	69.9	Milwaukee	73.3	76.1	66.7	68.0
Manchester	66.3	69.3	69.8	70.5	Muskogee	64.7	71.2	68.0	78.3
New York	70.4	68.9	64.1	67.2	New Orleans	67.6	73.3	68.8	66.7
Newark	68.6	67.6	64.3	67.5	Sioux Falls	74.4	69.9	68.3	62.0
Philadelphia	67.2	70.5	74.7	81.4	St. Louis	69.5	64.4	70.5	68.9
Pittsburgh	74.5	74.2	70.9	71.3	St. Paul	50.0	71.6	65.4	70.3
Providence	75.7	73.9	60.0	67.5	Waco	67.0	61.8	70.6	71.6
Togus	67.1	76.0	80.8	74.5	Wichita	60.2	60.3	63.7	75.9
White River Junction	74.4	61.1	71.8	74.4					
Wilmington	65.4	63.2	64.9	64.4					
SOUTHERN AREA					WESTERN AREA				
Atlanta	56.5	53.2	59.6	59.2	Albuquerque	64.8	69.6	82.5	72.3
Columbia	80.9	68.8	65.1	71.5	Anchorage	59.8	60.0	65.2	65.8
Huntington	64.5	69.2	69.7	71.9	Boise	60.8	64.2	71.7	63.7
Jackson	69.8	72.8	68.6	67.0	Cheyenne	72.5	64.8	68.2	70.3
Louisville	78.6	63.5	56.0	69.8	Denver	64.5	66.0	69.6	74.5
Montgomery	58.2	61.8	70.0	66.0	Ft. Harrison	72.6	70.9	71.3	73.4
Nashville	79.5	69.2	68.6	75.4	Honolulu	75.0	70.5	75.2	74.7
Roanoke	71.6	62.1	69.8	66.7	Los Angeles	80.9	68.6	64.2	66.4
San Juan	68.0	81.3	73.5	73.4	Oakland	67.7	67.7	67.6	62.3
St. Petersburg	62.2	60.6	59.3	73.9	Phoenix	68.8	69.5	69.0	65.7
Washington	61.9	72.7	66.7	74.0	Portland	72.2	63.2	61.5	60.6
Winston-Salem	73.6	76.8	74.7	69.9	Reno	68.3	66.3	69.9	66.7
					Salt Lake City	84.0	73.3	78.2	78.0
					San Diego	69.4	65.2	63.1	60.2
					Seattle	66.3	53.6	74.4	75.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

PERCENT WHO THOUGHT IT WAS VERY OR SOMEWHAT EASY TO UNDERSTAND VA'S WRITTEN REPLY

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	60.8	62.5	63.8	62.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	56.1	74.0	59.5	64.4	Chicago	59.6	67.1	65.9	57.6
Boston	62.8	61.0	81.6	69.8	Des Moines	52.5	61.7	62.5	61.4
Buffalo	58.6	62.3	68.4	59.5	Fargo	77.8	57.7	64.4	56.6
Cleveland	64.3	62.5	66.2	65.7	Houston	56.2	65.0	58.8	69.4
Detroit	57.8	65.6	62.3	61.3	Lincoln	69.0	67.8	70.0	73.4
Hartford	65.2	59.3	62.1	62.6	Little Rock	59.2	61.8	65.2	63.6
Indianapolis	65.2	65.1	65.9	66.3	Milwaukee	61.5	59.0	63.8	58.5
Manchester	56.8	63.4	63.6	73.2	Muskogee	57.1	51.7	58.7	68.0
New York	60.7	55.7	61.7	73.3	New Orleans	63.7	68.5	76.5	64.6
Newark	55.8	64.1	68.0	61.8	Sioux Falls	48.8	60.9	67.3	56.9
Philadelphia	64.6	62.2	62.8	58.8	St. Louis	46.9	56.0	56.6	62.9
Pittsburgh	65.8	68.5	68.1	69.7	St. Paul	68.2	67.2	64.1	48.4
Providence	60.0	65.8	67.9	67.4	Waco	62.9	71.1	65.5	53.8
Togus	66.1	73.1	69.4	69.1	Wichita	56.8	50.9	56.9	63.6
White River Junction	76.4	70.4	69.7	75.7					
Wilmington	63.3	55.2	61.2	54.7					
SOUTHERN AREA					WESTERN AREA				
Atlanta	53.2	63.1	63.0	61.5	Albuquerque	61.1	56.7	62.8	61.1
Columbia	64.9	60.8	53.7	62.6	Anchorage	57.6	55.8	62.5	58.2
Huntington	62.9	64.9	57.7	63.5	Boise	63.2	65.7	60.5	65.9
Jackson	59.3	71.1	68.8	51.6	Cheyenne	51.9	60.0	56.6	64.3
Louisville	56.6	62.2	72.9	62.7	Denver	65.2	51.9	74.0	59.6
Montgomery	68.6	68.9	64.7	67.1	Ft. Harrison	51.7	72.2	59.3	66.0
Nashville	60.4	60.6	65.1	63.3	Honolulu	58.2	65.9	62.7	64.9
Roanoke	62.6	65.3	60.8	68.1	Los Angeles	60.8	73.6	66.7	62.1
San Juan	55.1	51.8	54.9	50.0	Oakland	61.7	58.9	67.5	58.3
St. Petersburg	61.6	57.0	51.1	62.4	Phoenix	66.7	61.5	53.7	50.0
Washington	57.4	65.3	63.1	62.0	Portland	60.6	51.3	64.6	49.3
Winston-Salem	67.1	59.2	64.4	70.1	Reno	62.4	57.1	64.1	62.6
					Salt Lake City	66.1	61.4	67.9	55.5
					San Diego	63.6	67.2	71.0	77.3
					Seattle	55.3	61.7	62.1	68.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

COMMUNICATIONS ISSUES: MAIL CORRESPONDENCE

PERCENT WHO RECEIVED ALL OR MOST OF WHAT THEY NEEDED TO KNOW THROUGH THEIR WRITTEN CORRESPONDENCE WITH VA

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	51.3	50.4	51.2	51.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	44.9	55.6	43.6	49.5	Chicago	42.7	56.6	56.4	49.5
Boston	55.1	57.6	61.9	62.0	Des Moines	58.0	48.4	48.6	64.9
Buffalo	52.3	56.2	47.4	42.0	Fargo	56.3	62.0	51.2	46.3
Cleveland	53.6	54.3	53.0	52.9	Houston	45.7	57.0	50.0	56.5
Detroit	51.2	48.4	48.1	41.6	Lincoln	60.0	56.5	73.2	64.6
Hartford	56.3	46.3	57.7	49.5	Little Rock	49.0	48.9	41.7	46.1
Indianapolis	65.2	59.3	53.3	53.7	Milwaukee	60.2	54.4	58.0	56.0
Manchester	63.0	55.7	53.8	53.5	Muskogee	56.0	50.6	59.6	55.9
New York	48.6	42.4	38.8	57.8	New Orleans	51.0	48.6	54.9	41.5
Newark	43.6	48.6	47.6	48.6	Sioux Falls	47.0	51.6	52.8	47.7
Philadelphia	52.1	51.1	52.9	58.0	St. Louis	40.0	48.8	42.7	49.5
Pittsburgh	55.0	65.6	55.8	57.1	St. Paul	50.0	72.4	54.0	56.3
Providence	59.8	56.3	52.4	57.9	Waco	50.5	50.6	50.5	39.0
Togus	58.7	62.5	72.0	60.0	Wichita	52.4	44.8	41.8	46.8
White River Junction	64.5	53.8	52.2	59.2					
Wilmington	48.4	41.4	42.6	38.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	43.1	49.3	34.2	37.2	Albuquerque	46.7	44.3	57.3	55.9
Columbia	55.3	50.0	43.8	50.4	Anchorage	52.5	48.0	44.1	48.1
Huntington	50.0	53.9	49.4	57.1	Boise	53.8	52.9	54.7	65.9
Jackson	50.9	48.2	45.0	50.5	Cheyenne	52.4	45.8	43.4	54.9
Louisville	52.8	43.9	50.7	53.8	Denver	55.4	39.0	58.7	61.5
Montgomery	50.0	52.5	50.7	45.9	Ft. Harrison	47.7	57.0	56.3	54.5
Nashville	50.5	42.9	48.3	45.6	Honolulu	47.5	60.7	60.5	55.1
Roanoke	56.0	40.8	58.8	56.5	Los Angeles	53.5	54.3	57.5	38.7
San Juan	52.3	47.6	47.0	48.3	Oakland	44.7	45.8	58.5	53.5
St. Petersburg	45.5	40.0	47.4	45.4	Phoenix	61.9	50.6	54.7	52.4
Washington	44.3	53.0	48.3	38.5	Portland	51.1	50.0	51.2	48.6
Winston-Salem	55.6	47.9	44.0	53.9	Reno	49.5	46.8	36.7	59.8
					Salt Lake City	61.5	61.4	56.5	61.6
					San Diego	52.2	44.8	59.7	67.1
					Seattle	47.4	53.2	52.3	56.1

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

MEDICAL EXAM

PERCENT WHO THOUGHT THE SCHEDULED TIME OF THEIR MEDICAL EXAM WAS VERY OR SOMEWHAT CONVENIENT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	65.6	66.3	66.5	68.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	56.0	67.5	59.5	66.2	Chicago	62.9	69.6	69.2	67.2
Boston	61.4	66.7	68.0	63.5	Des Moines	70.4	63.5	65.5	66.8
Buffalo	66.0	68.3	71.8	69.2	Fargo	66.7	64.2	66.8	72.3
Cleveland	65.4	60.6	64.6	66.7	Houston	68.1	64.4	66.3	67.5
Detroit	58.3	65.2	63.6	64.6	Lincoln	71.2	65.8	75.3	69.2
Hartford	62.1	61.8	67.2	63.8	Little Rock	60.9	70.3	69.4	65.4
Indianapolis	75.1	65.5	67.3	72.2	Milwaukee	59.1	58.3	62.9	68.0
Manchester	66.1	73.4	65.9	74.6	Muskogee	66.8	67.2	66.8	68.5
New York	64.7	67.5	63.4	71.9	New Orleans	72.2	68.6	69.9	66.2
Newark	65.0	65.6	64.5	66.1	Sioux Falls	62.3	69.3	67.0	70.5
Philadelphia	60.4	66.8	71.8	69.4	St. Louis	64.4	67.2	61.9	68.1
Pittsburgh	72.7	71.0	67.3	70.9	St. Paul	62.6	66.8	67.1	77.9
Providence	71.8	66.0	63.2	68.4	Waco	62.8	68.7	66.7	65.2
Togus	74.5	71.3	71.1	72.6	Wichita	61.7	60.6	60.1	67.1
White River Junction	69.0	64.8	69.0	65.8					
Wilmington	68.7	75.1	72.5	70.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	65.7	62.5	65.3	60.9	Albuquerque	66.4	65.5	70.0	72.8
Columbia	59.5	63.4	66.5	62.7	Anchorage	65.8	68.1	65.2	63.6
Huntington	68.5	69.4	69.8	71.0	Boise	65.3	60.3	60.3	64.0
Jackson	71.8	62.5	66.3	69.8	Cheyenne	63.9	62.7	59.5	62.9
Louisville	69.1	66.5	71.9	72.5	Denver	65.0	69.9	67.0	66.7
Montgomery	61.9	72.9	63.7	66.7	Ft. Harrison	59.6	64.0	55.9	58.9
Nashville	67.7	60.0	60.8	68.8	Honolulu	67.2	70.1	72.6	73.9
Roanoke	65.2	67.0	69.3	68.7	Los Angeles	61.7	62.5	68.8	68.2
San Juan	72.1	68.0	66.8	64.7	Oakland	59.6	61.6	63.6	67.0
St. Petersburg	69.6	66.0	63.6	71.9	Phoenix	63.3	68.0	64.8	63.1
Washington	59.3	68.2	66.2	65.8	Portland	63.1	55.4	63.9	64.7
Winston-Salem	65.0	68.2	69.0	74.0	Reno	63.2	58.6	63.7	66.7
					Salt Lake City	65.8	63.9	56.7	62.4
					San Diego	75.8	71.9	70.0	73.6
					Seattle	66.8	69.1	67.1	67.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

MEDICAL EXAM

PERCENT WHO THOUGHT THE LOCATION OF THEIR MEDICAL EXAM WAS VERY OR SOMEWHAT CONVENIENT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	63.6	66.0	66.0	66.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	59.0	69.2	61.9	68.1	Chicago	71.0	76.1	70.2	65.0
Boston	52.8	60.5	63.8	58.2	Des Moines	71.6	70.3	68.8	70.9
Buffalo	68.1	73.9	73.9	66.5	Fargo	58.7	65.4	61.1	60.7
Cleveland	61.4	61.6	66.9	63.8	Houston	64.0	66.3	67.0	66.2
Detroit	56.1	60.4	56.0	57.6	Lincoln	73.6	69.4	69.2	65.7
Hartford	60.6	58.6	65.5	66.1	Little Rock	61.5	71.6	64.5	67.3
Indianapolis	71.4	67.7	70.1	68.3	Milwaukee	60.1	62.1	64.6	71.0
Manchester	70.7	69.2	68.5	72.9	Muskogee	68.9	65.5	65.6	69.1
New York	66.5	70.7	62.9	69.7	New Orleans	67.8	70.1	74.0	69.5
Newark	56.3	63.1	58.8	61.8	Sioux Falls	60.9	65.8	71.8	63.4
Philadelphia	65.3	70.1	67.1	67.8	St. Louis	61.1	70.9	66.3	62.2
Pittsburgh	64.7	67.0	72.5	63.3	St. Paul	70.6	65.8	73.1	73.6
Providence	67.6	70.1	63.9	63.1	Waco	65.1	68.5	70.9	65.8
Togus	57.6	62.3	59.8	57.8	Wichita	68.2	70.5	68.1	69.2
White River Junction	62.1	62.0	63.9	58.7					
Wilmington	67.1	69.4	72.2	66.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	51.5	54.8	59.1	57.0	Albuquerque	61.9	62.8	74.3	70.1
Columbia	61.7	71.4	69.1	69.7	Anchorage	64.8	70.6	66.0	62.5
Huntington	71.3	65.0	66.0	76.6	Boise	58.2	57.3	54.5	57.1
Jackson	66.5	68.4	65.5	70.6	Cheyenne	69.4	65.0	65.6	70.2
Louisville	65.7	59.7	63.3	68.8	Denver	55.9	62.0	61.9	56.4
Montgomery	59.5	68.3	67.5	65.0	Ft. Harrison	50.5	63.3	60.3	60.0
Nashville	68.7	67.8	67.1	70.5	Honolulu	67.2	73.0	81.1	78.1
Roanoke	68.3	69.4	66.5	69.2	Los Angeles	62.3	63.5	66.5	69.5
San Juan	75.6	67.3	69.0	69.3	Oakland	51.4	58.2	61.3	68.7
St. Petersburg	64.0	65.4	62.3	70.3	Phoenix	60.7	64.7	60.2	62.5
Washington	59.3	72.0	73.4	69.7	Portland	56.5	55.4	56.7	59.1
Winston-Salem	55.7	57.4	62.0	61.1	Reno	69.0	68.2	77.8	68.9
					Salt Lake City	60.8	55.0	52.4	57.3
					San Diego	74.2	75.6	73.7	66.9
					Seattle	68.3	68.5	63.2	66.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

MEDICAL EXAM

PERCENT WHO THOUGHT THE MEDICAL EXAM WAS APPROPRIATE FOR THEIR CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	79.3	81.0	81.1	82.4					
EASTERN AREA					CENTRAL AREA				
Baltimore	76.8	84.5	80.7	83.3	Chicago	80.1	79.5	78.8	83.8
Boston	83.2	83.7	85.9	84.1	Des Moines	86.3	83.6	85.7	85.3
Buffalo	78.8	81.8	85.8	82.7	Fargo	85.9	85.0	89.6	90.0
Cleveland	77.7	78.2	77.8	79.1	Houston	84.2	87.8	80.3	80.3
Detroit	76.3	74.3	81.8	79.1	Lincoln	84.3	87.2	86.5	90.6
Hartford	76.3	81.9	87.4	78.8	Little Rock	75.0	82.3	75.0	79.8
Indianapolis	77.7	79.1	79.4	79.8	Milwaukee	83.8	86.2	85.2	89.3
Manchester	81.6	87.1	80.6	80.7	Muskogee	77.7	78.4	76.9	82.0
New York	79.8	84.3	78.9	86.2	New Orleans	81.9	80.8	81.0	82.2
Newark	75.3	79.7	83.9	82.2	Sioux Falls	81.6	82.4	82.9	86.3
Philadelphia	78.5	82.2	83.9	82.4	St. Louis	80.3	82.4	79.7	81.5
Pittsburgh	82.1	81.3	80.1	84.6	St. Paul	86.8	84.3	85.1	86.3
Providence	84.3	89.5	86.1	86.6	Waco	75.3	82.1	83.0	81.2
Togus	86.9	84.7	88.9	86.8	Wichita	73.3	84.1	80.7	87.7
White River Junction	83.8	87.8	89.1	91.9					
Wilmington	77.1	74.5	80.9	78.7					
SOUTHERN AREA					WESTERN AREA				
Atlanta	73.6	76.5	68.0	74.5	Albuquerque	81.4	83.6	88.9	87.4
Columbia	77.2	79.4	69.7	70.9	Anchorage	76.2	83.9	77.0	78.4
Huntington	83.5	82.0	79.0	86.0	Boise	77.8	80.2	74.6	83.3
Jackson	78.4	85.4	71.1	79.4	Cheyenne	80.4	80.2	81.0	83.6
Louisville	82.5	79.0	83.7	81.0	Denver	74.1	77.6	82.8	83.5
Montgomery	79.8	87.6	83.1	79.4	Ft. Harrison	77.9	80.6	81.5	81.7
Nashville	81.4	78.0	79.4	83.7	Honolulu	82.7	82.5	81.3	83.6
Roanoke	79.2	80.3	84.4	79.7	Los Angeles	71.6	75.7	80.1	80.1
St. Petersburg	76.3	74.3	67.2	69.6	Oakland	76.4	84.1	88.1	85.5
San Juan	85.0	68.9	78.6	81.6	Phoenix	78.4	79.6	87.8	79.4
Washington	74.4	76.2	72.7	77.6	Portland	84.0	85.8	87.2	82.2
Winston-Salem	76.7	74.6	79.5	79.2	Reno	78.7	82.0	79.6	82.1
					Salt Lake City	83.0	76.3	72.1	78.3
					San Diego	86.9	87.2	86.3	89.0
					Seattle	80.4	90.2	79.1	84.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

STATUS OF CLAIM

PERCENT WHO THOUGHT THEY WERE KEPT COMPLETELY OR MOSTLY INFORMED OF THE STATUS OF THEIR CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	43.9	42.2	43.9	44.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	42.5	43.9	45.3	42.8	Chicago	45.7	44.6	42.9	52.5
Boston	48.9	48.8	54.3	45.7	Des Moines	46.3	33.2	38.5	35.1
Buffalo	42.3	41.8	40.3	41.1	Fargo	44.2	43.2	47.8	45.1
Cleveland	46.8	38.3	36.1	33.0	Houston	44.8	53.7	49.6	47.5
Detroit	39.8	43.9	45.2	42.1	Lincoln	47.0	40.8	60.3	57.5
Hartford	50.0	37.7	48.1	46.7	Little Rock	40.3	39.6	37.3	32.7
Indianapolis	49.9	35.2	34.4	39.2	Milwaukee	50.8	45.6	38.7	41.8
Manchester	48.0	46.9	52.2	50.4	Muskogee	45.9	41.4	47.4	45.8
New York	40.3	38.1	32.9	44.7	New Orleans	51.4	48.9	50.5	45.1
Newark	35.1	34.1	39.6	37.7	Sioux Falls	42.4	44.9	43.4	42.4
Philadelphia	42.9	44.4	49.8	49.3	St. Louis	34.7	42.6	39.3	44.1
Pittsburgh	50.8	45.7	49.0	50.9	St. Paul	46.6	51.4	44.0	55.7
Providence	41.3	37.8	47.6	45.4	Waco	47.1	37.2	42.4	42.6
Togus	55.7	47.3	57.4	57.3	Wichita	40.4	38.7	34.5	43.7
White River Junction	53.4	33.3	40.7	42.5					
Wilmington	46.5	38.2	39.8	44.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	39.1	40.5	33.8	36.0	Albuquerque	39.5	47.0	51.8	54.4
Columbia	49.1	46.7	41.5	42.5	Anchorage	36.4	37.4	39.8	43.9
Huntington	45.6	37.3	41.1	39.8	Boise	41.7	43.5	46.1	44.9
Jackson	38.9	41.3	41.1	43.2	Cheyenne	37.8	34.9	42.1	49.8
Louisville	43.5	39.4	36.0	39.7	Denver	37.6	46.1	49.7	53.7
Montgomery	45.7	45.7	47.6	37.9	Ft. Harrison	40.5	43.9	41.7	48.4
Nashville	43.2	44.6	48.2	45.9	Honolulu	45.6	51.1	45.8	51.6
Roanoke	45.6	43.2	51.0	44.0	Los Angeles	39.4	42.0	49.4	42.2
San Juan	49.2	49.8	52.4	52.1	Oakland	41.6	38.3	44.0	46.4
St. Petersburg	43.6	33.4	40.4	43.5	Phoenix	44.9	39.3	40.3	38.4
Washington	36.2	39.6	38.7	36.4	Portland	39.9	33.3	33.4	27.9
Winston-Salem	42.5	44.8	49.3	52.2	Reno	44.7	41.4	44.5	47.0
					Salt Lake City	53.3	49.4	48.5	52.8
					San Diego	43.4	43.6	46.1	51.5
					Seattle	37.5	37.8	39.3	47.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

STATUS OF CLAIM

PERCENT WHO WERE NOTIFIED BY VA OF PROBLEMS OR DELAYS WITH A CLAIM (OF THOSE WHO HAD PROBLEMS OR DELAYS)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	28.0	27.1	26.7	30.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	29.2	27.2	26.8	34.1	Chicago	26.7	23.8	25.6	35.1
Boston	23.0	23.0	25.8	27.7	Des Moines	26.6	20.6	21.9	24.5
Buffalo	30.8	26.9	28.3	29.5	Fargo	24.4	21.8	20.7	25.2
Cleveland	32.6	28.0	29.0	26.6	Houston	35.4	31.1	25.9	37.6
Detroit	31.2	27.1	20.8	28.2	Lincoln	26.1	24.9	37.5	30.5
Hartford	27.3	23.6	32.3	30.7	Little Rock	24.6	26.2	26.8	27.4
Indianapolis	32.5	21.9	21.4	21.5	Milwaukee	33.8	33.3	24.9	26.2
Manchester	27.8	27.9	28.5	30.8	Muskogee	29.6	30.6	29.4	29.9
New York	28.8	28.5	21.2	27.7	New Orleans	31.1	31.5	28.1	34.4
Newark	30.8	21.9	20.7	25.2	Sioux Falls	27.8	26.6	25.0	27.0
Philadelphia	30.9	30.7	27.3	34.9	St. Louis	19.7	25.9	25.4	30.0
Pittsburgh	27.6	31.6	24.7	29.2	St. Paul	27.7	24.1	19.7	27.6
Providence	26.8	23.2	24.3	25.4	Waco	30.7	25.8	26.8	35.3
Togus	35.8	31.6	40.1	35.4	Wichita	24.5	20.9	23.4	29.0
White River Junction	29.5	20.8	25.1	25.5					
Wilmington	26.8	21.8	24.4	28.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	19.6	24.8	17.9	23.0	Albuquerque	27.0	29.8	34.2	33.7
Columbia	30.8	26.7	32.6	36.4	Anchorage	25.6	27.3	24.1	31.3
Huntington	29.9	22.8	26.6	29.1	Boise	22.7	24.3	23.1	26.7
Jackson	23.5	33.0	30.8	32.2	Cheyenne	23.1	22.1	26.8	32.3
Louisville	27.9	24.7	21.3	22.5	Denver	26.8	27.8	29.5	28.1
Montgomery	25.2	22.2	24.5	25.9	Ft. Harrison	29.4	32.3	27.0	33.3
Nashville	26.2	27.9	32.8	32.8	Honolulu	31.9	36.6	34.9	38.0
Roanoke	30.4	22.4	27.0	26.9	Los Angeles	29.9	24.3	31.7	32.9
San Juan	32.9	38.8	34.5	38.7	Oakland	24.8	26.9	29.7	28.5
St. Petersburg	21.3	24.2	23.6	26.2	Phoenix	30.8	31.1	26.0	24.3
Washington	25.5	24.2	24.5	30.4	Portland	26.2	20.7	24.8	20.7
Winston-Salem	25.6	29.5	23.8	37.5	Reno	26.0	29.9	31.4	31.9
					Salt Lake City	35.5	33.9	34.1	41.6
					San Diego	25.5	24.9	29.0	34.6
					Seattle	30.1	29.0	23.7	31.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

STATUS OF CLAIM

PERCENT WHO SAID THEY HAD A VA PERSON OR TEAM SPECIFICALLY ASSIGNED TO THEIR CLAIM (OF THOSE WHO NEEDED AN ASSIGNED PERSON OR TEAM)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	53.4	58.2	56.6	51.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	42.9	49.1	48.5	45.1	Chicago	53.2	49.2	49.7	56.1
Boston	54.0	49.1	54.2	48.0	Des Moines	47.2	60.7	60.8	55.2
Buffalo	52.4	54.7	51.2	47.3	Fargo	58.3	59.6	63.8	67.8
Cleveland	59.3	69.3	62.2	53.3	Houston	57.8	69.1	65.3	56.8
Detroit	55.4	56.6	64.2	57.2	Lincoln	61.1	78.3	74.2	68.0
Hartford	51.6	48.0	55.6	56.2	Little Rock	74.7	73.0	64.7	53.8
Indianapolis	48.0	56.0	67.0	55.6	Milwaukee	57.9	52.4	47.3	49.8
Manchester	51.2	57.9	53.5	49.2	Muskogee	44.8	50.6	57.5	55.9
New York	67.3	68.8	61.4	56.9	New Orleans	58.7	62.2	61.7	50.0
Newark	36.4	49.7	47.3	46.3	Sioux Falls	51.0	52.1	53.4	56.4
Philadelphia	42.6	60.7	48.9	52.2	St. Louis	42.9	54.4	41.1	56.2
Pittsburgh	85.5	83.6	84.8	65.4	St. Paul	53.6	64.1	55.3	52.5
Providence	51.4	47.8	53.6	55.3	Waco	53.7	49.1	47.7	50.6
Togus	55.3	68.5	62.1	56.5	Wichita	49.4	49.4	46.9	50.8
White River Junction	67.3	55.0	49.7	54.7					
Wilmington	53.9	56.1	55.1	53.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	32.5	41.3	36.4	47.3	Albuquerque	48.3	47.6	51.6	56.1
Columbia	55.4	47.8	46.8	56.4	Anchorage	38.1	59.6	51.6	47.1
Huntington	40.2	55.6	47.4	56.4	Boise	57.9	69.1	66.8	62.7
Jackson	37.6	46.4	46.3	35.8	Cheyenne	34.1	47.3	48.6	49.8
Louisville	36.5	37.3	43.8	47.1	Denver	46.3	57.9	60.9	52.7
Montgomery	43.6	50.0	55.6	50.0	Ft. Harrison	42.9	76.1	65.9	44.1
Nashville	44.0	62.9	58.1	49.0	Honolulu	44.6	57.6	60.0	53.5
Roanoke	38.0	43.2	48.7	45.0	Los Angeles	48.7	65.9	67.9	57.7
San Juan	38.4	44.5	33.9	29.9	Oakland	45.0	38.0	49.0	48.2
St. Petersburg	67.9	71.4	74.6	54.5	Phoenix	87.7	87.9	82.5	58.2
Washington	40.9	36.7	46.8	44.7	Portland	72.4	61.2	50.2	50.6
Winston-Salem	41.2	44.6	46.2	50.3	Reno	37.6	35.2	38.3	44.6
					Salt Lake City	82.9	81.7	83.5	57.7
					San Diego	46.2	53.6	57.8	52.4
					Seattle	66.3	79.3	59.3	53.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

STATUS OF CLAIM

PERCENT WHO RECEIVED HELP WITH THEIR CLAIM FROM A VETERANS SERVICE ORGANIZATION

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	38.4	38.2	41.2	43.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	28.8	24.6	29.4	40.8	Chicago	45.7	41.2	42.1	53.1
Boston	45.8	45.3	47.9	55.6	Des Moines	40.0	39.6	49.2	57.4
Buffalo	36.9	39.1	43.5	47.1	Fargo	45.0	48.8	50.0	58.0
Cleveland	40.3	39.9	45.5	50.9	Houston	33.4	33.8	40.5	37.2
Detroit	57.1	59.1	63.8	64.8	Lincoln	36.9	39.1	43.5	52.1
Hartford	37.9	30.6	42.1	37.5	Little Rock	41.4	44.4	42.9	43.7
Indianapolis	43.4	43.9	43.7	48.5	Milwaukee	35.0	36.5	38.4	38.3
Manchester	39.7	34.1	40.3	35.4	Muskogee	47.9	47.6	46.9	52.8
New York	40.7	39.8	43.0	46.7	New Orleans	32.1	36.5	39.1	37.7
Newark	36.5	42.2	43.1	44.2	Sioux Falls	42.4	49.2	44.5	52.1
Philadelphia	32.6	34.3	32.3	29.1	St. Louis	48.2	46.4	46.7	56.2
Pittsburgh	40.7	41.4	41.4	46.9	St. Paul	41.8	47.1	36.9	40.5
Providence	44.2	40.8	46.8	52.9	Waco	40.1	35.1	40.5	40.7
Togus	43.6	41.4	46.7	51.8	Wichita	55.6	54.3	61.7	62.1
White River Junction	43.1	51.6	49.3	52.8					
Wilmington	41.8	39.1	39.0	43.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	23.2	28.8	27.7	32.7	Albuquerque	57.5	48.7	52.0	55.4
Columbia	31.3	38.8	42.1	42.9	Anchorage	48.6	53.1	57.1	54.4
Huntington	35.2	33.9	42.3	47.7	Boise	48.2	45.4	47.3	53.8
Jackson	29.5	30.2	30.6	33.0	Cheyenne	42.0	44.5	44.0	47.8
Louisville	44.3	43.4	45.1	55.0	Denver	40.3	39.5	45.1	51.7
Montgomery	33.3	34.4	38.1	41.8	Ft. Harrison	32.8	35.2	36.3	42.6
Nashville	38.3	38.1	38.5	46.4	Honolulu	25.9	23.6	25.8	25.4
Roanoke	34.3	28.0	30.7	34.5	Los Angeles	42.8	41.7	45.7	47.1
San Juan	27.4	32.7	26.3	34.8	Oakland	47.0	42.4	47.7	48.1
St. Petersburg	44.1	39.2	49.3	53.3	Phoenix	40.4	42.7	45.7	50.1
Washington	28.4	31.4	36.1	35.6	Portland	36.1	35.9	33.9	34.8
Winston-Salem	30.5	33.1	38.2	41.8	Reno	35.9	33.1	36.8	36.5
					Salt Lake City	37.9	37.6	40.2	41.0
					San Diego	39.8	39.1	40.7	45.1
					Seattle	47.8	50.0	57.9	56.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

STATUS OF CLAIM

PERCENT WHO RECEIVED HELP WITH THEIR CLAIM FROM A STATE OR COUNTY VETERANS SERVICE OFFICE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	43.7	44.9	44.5	44.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	23.5	21.3	27.7	22.5	Chicago	40.1	40.1	39.6	41.8
Boston	34.3	34.5	41.4	30.7	Des Moines	37.7	40.6	44.2	48.1
Buffalo	52.2	57.6	61.5	55.6	Fargo	69.7	70.9	65.6	72.4
Cleveland	51.4	46.6	51.1	53.7	Houston	40.7	38.5	36.5	46.2
Detroit	42.0	41.5	40.5	43.8	Lincoln	59.2	64.1	68.9	68.6
Hartford	38.1	37.5	40.8	37.3	Little Rock	40.3	48.0	45.7	39.2
Indianapolis	37.7	41.7	36.2	39.8	Milwaukee	61.5	59.1	60.6	64.9
Manchester	28.4	25.1	30.8	34.1	Muskogee	40.9	41.6	39.8	33.6
New York	41.9	42.4	38.5	45.6	New Orleans	59.9	55.8	60.1	51.3
Newark	29.7	36.6	38.2	38.3	Sioux Falls	58.5	61.3	56.8	50.8
Philadelphia	32.0	34.4	39.1	52.6	St. Louis	38.6	39.8	36.2	34.4
Pittsburgh	36.0	36.3	33.6	39.1	St. Paul	69.7	67.6	59.7	62.9
Providence	21.8	29.1	30.5	27.5	Waco	42.0	41.9	43.5	41.5
Togus	38.6	31.4	32.4	37.9	Wichita	35.4	32.6	30.7	26.1
White River Junction	21.3	22.2	20.1	22.4					
Wilmington	30.1	26.3	27.8	34.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	45.2	50.9	47.2	47.2	Albuquerque	36.0	34.2	39.9	39.3
Columbia	53.5	56.2	52.9	54.6	Anchorage	20.7	17.7	23.6	14.7
Huntington	50.9	52.1	52.0	52.1	Boise	46.9	42.3	47.1	52.3
Jackson	47.0	50.9	48.0	42.2	Cheyenne	21.0	20.0	17.9	21.2
Louisville	34.5	31.7	35.3	35.4	Denver	28.4	36.7	34.1	34.3
Montgomery	63.0	70.6	67.3	61.9	Ft. Harrison	44.2	42.7	46.9	44.7
Nashville	47.7	54.4	50.6	49.3	Honolulu	28.0	24.7	24.9	26.7
Roanoke	41.0	41.9	38.8	34.0	Los Angeles	38.3	41.4	41.3	42.5
San Juan	49.9	54.3	49.6	43.6	Oakland	58.9	56.1	51.2	56.0
St. Petersburg	52.5	51.9	57.5	54.2	Phoenix	27.7	30.3	27.8	28.1
Washington	12.1	14.2	15.3	13.3	Portland	55.9	56.2	63.0	62.5
Winston-Salem	61.6	63.3	63.5	61.0	Reno	29.5	26.7	26.6	26.1
					Salt Lake City	16.7	17.0	17.9	18.9
					San Diego	26.8	31.5	32.8	29.3
					Seattle	26.7	24.4	22.8	23.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO HAD A CLAIM GRANTED (OF THOSE WHO KNEW THE STATUS OF THEIR CLAIM)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	58.3	60.2	58.4	61.7					
EASTERN AREA					CENTRAL AREA				
Baltimore	59.9	63.9	56.6	63.9	Chicago	61.2	58.3	59.1	60.9
Boston	57.1	60.8	54.0	54.7	Des Moines	55.6	62.6	60.5	62.7
Buffalo	57.0	58.0	55.2	60.9	Fargo	60.7	67.7	66.2	70.1
Cleveland	57.1	59.2	59.0	58.7	Houston	62.0	64.0	58.3	62.2
Detroit	59.1	58.1	55.4	54.6	Lincoln	63.0	62.5	68.9	72.8
Hartford	59.5	53.9	56.1	55.9	Little Rock	57.0	63.9	52.2	53.7
Indianapolis	57.6	63.2	62.5	61.0	Milwaukee	58.4	60.1	62.8	69.7
Manchester	59.3	54.5	59.6	55.6	Muskogee	59.0	56.1	57.7	63.4
New York	53.7	55.2	53.3	54.9	New Orleans	58.9	55.5	53.6	50.0
Newark	46.7	54.3	57.6	55.9	Sioux Falls	63.0	71.5	62.7	64.9
Philadelphia	50.6	57.9	63.8	67.9	St. Louis	55.8	58.3	51.0	63.3
Pittsburgh	56.8	59.1	60.3	63.8	St. Paul	62.5	63.4	63.9	75.9
Providence	52.0	63.8	59.7	61.6	Waco	56.3	55.8	52.6	55.3
Togus	64.1	63.7	65.8	66.8	Wichita	56.8	61.2	56.3	60.3
White River Junction	52.1	57.6	54.5	63.1					
Wilmington	51.5	36.0	50.1	55.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	59.7	61.7	52.1	52.8	Albuquerque	60.0	66.4	64.8	64.5
Columbia	57.7	63.6	49.9	54.0	Anchorage	56.5	60.2	64.7	60.3
Huntington	60.7	61.7	56.5	61.3	Boise	57.4	58.4	58.5	56.2
Jackson	50.7	56.9	44.9	50.7	Cheyenne	52.9	38.3	51.9	57.1
Louisville	54.4	58.7	57.7	56.4	Denver	64.2	60.5	62.6	68.6
Montgomery	59.5	55.6	56.5	52.3	Ft. Harrison	57.4	63.9	61.2	62.1
Nashville	51.3	56.5	55.4	53.0	Honolulu	54.8	57.2	58.4	57.1
Roanoke	55.7	56.7	57.5	62.5	Los Angeles	54.3	57.7	54.3	61.0
San Juan	54.9	60.3	55.0	55.5	Oakland	61.3	57.5	60.3	62.0
St. Petersburg	60.1	59.8	52.3	57.3	Phoenix	56.2	59.6	56.9	60.8
Washington	57.9	58.6	57.1	58.1	Portland	56.8	60.8	60.1	65.0
Winston-Salem	59.4	59.7	62.7	60.9	Reno	55.6	50.0	52.5	61.0
					Salt Lake City	60.2	61.8	59.7	65.9
					San Diego	65.6	65.7	66.6	67.9
					Seattle	63.0	65.1	61.7	66.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO THOUGHT THE AMOUNT OF TIME SPENT WAITING FOR A CLAIM DECISION WAS VERY OR SOMEWHAT REASONABLE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	49.7	48.0	51.1	53.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	47.6	48.2	42.8	50.0	Chicago	48.0	46.8	52.2	62.2
Boston	50.4	54.0	57.5	47.3	Des Moines	55.4	46.1	51.0	55.0
Buffalo	51.4	51.4	46.0	49.8	Fargo	56.1	58.2	62.8	58.8
Cleveland	57.6	51.4	49.8	54.8	Houston	57.8	55.7	56.6	61.2
Detroit	46.3	46.1	49.0	47.7	Lincoln	49.6	47.7	67.8	70.4
Hartford	51.2	44.4	52.2	46.5	Little Rock	51.8	54.5	48.0	51.4
Indianapolis	56.5	46.8	53.3	56.3	Milwaukee	52.8	58.6	45.8	54.3
Manchester	50.3	50.0	53.9	56.6	Muskogee	55.5	44.1	53.1	56.1
New York	43.2	41.6	39.9	50.4	New Orleans	60.8	50.2	59.2	55.1
Newark	34.7	38.3	44.8	38.1	Sioux Falls	52.8	60.3	60.1	59.2
Philadelphia	47.2	45.2	52.1	58.1	St. Louis	41.9	48.3	48.4	54.3
Pittsburgh	57.2	53.4	64.1	61.6	St. Paul	54.7	51.5	57.4	62.1
Providence	49.8	47.8	51.1	55.1	Waco	49.7	41.6	53.7	53.7
Togus	62.2	52.8	57.9	63.9	Wichita	40.7	46.3	35.7	48.8
White River Junction	57.1	45.4	53.4	60.3					
Wilmington	42.2	34.3	38.3	45.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	41.2	43.0	45.9	44.2	Albuquerque	47.4	47.0	51.2	60.2
Columbia	53.8	54.0	45.7	54.7	Anchorage	36.0	41.7	38.5	44.9
Huntington	55.6	46.9	54.0	59.0	Boise	44.9	40.8	57.2	50.7
Jackson	57.0	48.6	51.7	53.7	Cheyenne	50.0	41.3	45.5	52.9
Louisville	50.9	50.8	43.0	42.2	Denver	43.1	46.5	51.8	54.6
Montgomery	51.4	51.2	50.9	45.6	Ft. Harrison	47.8	45.1	48.6	59.6
Nashville	51.6	52.7	55.2	54.4	Honolulu	44.5	45.8	49.8	51.7
Roanoke	51.3	42.9	44.6	43.9	Los Angeles	42.9	45.8	44.4	47.4
San Juan	55.0	45.6	48.4	51.2	Oakland	45.4	44.3	44.8	49.0
St. Petersburg	44.2	43.5	51.9	56.1	Phoenix	44.9	50.9	51.6	44.9
Washington	37.0	43.0	40.5	48.1	Portland	46.8	39.8	43.1	40.4
Winston-Salem	51.8	52.0	55.1	57.6	Reno	35.1	36.4	39.0	47.5
					Salt Lake City	61.2	53.5	60.1	62.8
					San Diego	43.5	43.7	42.8	60.7
					Seattle	43.9	44.7	47.4	54.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO WERE NOTIFIED BY VA ABOUT A CLAIM DECISION

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	90.5	89.8	91.3	91.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	89.1	90.4	92.7	92.0	Chicago	89.0	89.6	91.0	92.4
Boston	90.0	94.4	90.8	91.6	Des Moines	91.4	87.3	90.3	89.5
Buffalo	94.9	89.3	88.9	92.4	Fargo	89.8	93.4	93.3	94.4
Cleveland	87.5	91.2	91.1	92.1	Houston	88.8	92.2	92.9	92.8
Detroit	87.5	87.7	90.6	91.9	Lincoln	93.1	91.6	93.5	91.8
Hartford	89.9	89.3	93.3	90.8	Little Rock	90.8	93.0	93.6	92.3
Indianapolis	93.7	88.3	94.7	93.0	Milwaukee	91.6	90.1	89.7	85.4
Manchester	91.1	92.3	92.8	92.5	Muskogee	91.7	92.1	93.4	95.4
New York	90.7	87.2	90.4	84.0	New Orleans	88.7	91.0	89.3	89.9
Newark	85.3	89.4	85.3	86.9	Sioux Falls	89.2	93.4	93.0	90.2
Philadelphia	86.3	89.5	87.5	90.8	St. Louis	86.8	84.2	90.6	93.5
Pittsburgh	88.9	90.4	92.0	92.5	St. Paul	92.5	86.5	86.9	88.0
Providence	86.1	86.5	91.6	93.9	Waco	91.0	90.1	90.6	91.8
Togus	92.6	90.6	96.3	94.8	Wichita	88.1	85.6	90.6	91.7
White River Junction	92.5	90.0	92.2	94.1					
Wilmington	89.3	78.3	92.0	90.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta	93.1	89.6	89.1	89.9	Albuquerque	93.4	88.4	92.2	91.0
Columbia	94.1	93.4	92.1	92.8	Anchorage	89.2	89.8	94.6	90.0
Huntington	91.8	90.2	93.7	92.6	Boise	90.9	93.4	95.1	92.2
Jackson	90.3	91.1	90.7	87.2	Cheyenne	93.6	82.3	91.4	93.4
Louisville	92.3	88.8	89.6	90.9	Denver	91.0	89.1	93.3	93.8
Montgomery	90.8	88.9	90.9	88.5	Ft. Harrison	92.7	92.9	93.9	93.8
Nashville	88.4	87.0	91.7	92.9	Honolulu	90.3	90.8	92.0	91.2
Roanoke	92.9	90.4	92.6	94.0	Los Angeles	92.2	91.9	91.1	89.5
San Juan	80.9	85.2	82.5	92.5	Oakland	88.8	89.5	92.1	95.4
St. Petersburg	91.4	91.0	93.3	94.2	Phoenix	91.8	92.8	92.1	92.5
Washington	93.5	84.6	84.8	85.2	Portland	92.8	92.2	90.8	93.5
Winston-Salem	93.2	91.0	95.1	94.1	Reno	88.6	91.4	93.2	95.3
					Salt Lake City	94.6	93.7	92.6	92.6
					San Diego	91.9	90.4	95.6	92.1
					Seattle	92.4	92.9	93.2	94.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO SAID VA'S LETTER CLEARLY EXPLAINED ALL OF THE REASONS FOR THE CLAIM DECISION

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	78.6	80.3	80.9	81.6					
EASTERN AREA					CENTRAL AREA				
Baltimore	76.8	88.0	79.4	77.9	Chicago	78.2	75.9	79.4	79.6
Boston	80.0	85.3	88.4	84.0	Des Moines	81.9	78.9	79.0	81.9
Buffalo	78.4	84.2	80.1	83.2	Fargo	82.5	87.1	84.5	85.4
Cleveland	77.7	84.3	83.7	80.7	Houston	82.4	84.0	78.7	79.9
Detroit	77.7	78.0	80.3	81.0	Lincoln	81.2	85.3	90.0	91.5
Hartford	74.6	78.2	84.1	79.1	Little Rock	78.5	77.5	78.7	80.0
Indianapolis	80.3	75.4	79.6	79.4	Milwaukee	81.8	85.5	82.9	81.6
Manchester	80.0	81.2	86.3	82.2	Muskogee	81.5	77.5	77.9	78.9
New York	79.1	80.8	80.6	82.3	New Orleans	79.0	78.9	77.5	78.4
Newark	71.4	81.3	77.9	76.1	Sioux Falls	80.3	81.6	82.9	86.2
Philadelphia	74.2	79.3	77.3	78.7	St. Louis	73.0	77.8	80.0	84.6
Pittsburgh	79.4	78.7	81.5	85.5	St. Paul	83.6	87.9	83.8	82.9
Providence	81.9	86.8	86.6	85.4	Waco	77.4	72.2	80.6	81.5
Togus	83.9	86.1	87.8	87.6	Wichita	79.2	84.9	75.5	82.5
White River Junction	82.9	84.4	84.6	84.1					
Wilmington	77.0	77.1	75.0	77.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	73.0	77.9	76.3	79.3	Albuquerque	81.7	83.9	80.8	81.9
Columbia	80.1	81.3	76.8	76.0	Anchorage	73.9	83.1	77.4	75.3
Huntington	78.7	83.2	84.0	82.6	Boise	79.2	79.7	79.3	79.8
Jackson	77.4	77.6	75.4	76.6	Cheyenne	72.8	78.4	79.9	80.6
Louisville	78.4	80.2	83.8	77.7	Denver	78.9	79.2	85.7	84.7
Montgomery	79.5	79.2	80.7	77.7	Ft. Harrison	77.5	81.9	79.9	81.4
Nashville	77.7	81.5	81.4	79.9	Honolulu	78.5	80.2	82.2	81.1
Roanoke	81.8	80.2	83.2	86.7	Los Angeles	74.5	84.3	81.8	78.5
San Juan	74.6	77.2	76.7	80.1	Oakland	79.9	79.8	80.8	83.2
St. Petersburg	77.4	77.0	79.4	79.4	Phoenix	77.9	80.2	84.6	83.1
Washington	75.1	78.0	74.1	77.9	Portland	77.9	78.5	80.2	79.4
Winston-Salem	78.9	78.5	81.9	84.8	Reno	77.2	77.8	77.0	80.8
					Salt Lake City	80.1	77.7	77.8	82.8
					San Diego	85.6	87.6	80.1	84.5
					Seattle	81.9	84.2	76.9	87.1

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO SAID VA'S LETTER EXPLAINED THE CLAIM DECISION IN A WAY THAT WAS UNDERSTANDABLE

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	75.5	76.8	78.0	78.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	75.9	83.4	78.6	81.5	Chicago	72.9	75.1	75.8	77.9
Boston	76.4	81.0	84.7	80.4	Des Moines	81.1	75.3	78.8	81.8
Buffalo	79.3	78.5	81.5	81.8	Fargo	82.4	84.3	85.0	82.1
Cleveland	73.1	81.4	77.3	77.5	Houston	77.3	80.0	76.5	77.3
Detroit	73.9	75.3	78.3	77.8	Lincoln	79.2	78.8	84.3	88.1
Hartford	73.1	73.2	80.7	77.2	Little Rock	73.9	73.4	75.3	73.4
Indianapolis	78.1	73.1	77.1	80.2	Milwaukee	77.6	82.7	81.5	76.8
Manchester	78.5	80.9	82.7	81.6	Muskogee	77.3	75.4	80.4	78.3
New York	75.0	76.9	75.8	75.7	New Orleans	73.3	74.9	75.5	71.8
Newark	70.8	74.7	75.9	75.4	Sioux Falls	77.0	78.9	77.1	83.8
Philadelphia	71.3	75.4	73.6	70.6	St. Louis	69.5	73.9	77.7	80.2
Pittsburgh	77.0	76.5	79.1	82.9	St. Paul	80.8	85.1	81.2	76.8
Providence	79.4	84.9	83.7	82.4	Waco	76.4	68.0	76.2	80.2
Togus	83.5	82.0	84.9	84.3	Wichita	75.1	85.2	74.1	79.1
White River Junction	83.3	81.6	83.8	83.8					
Wilmington	76.9	76.8	77.5	74.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	68.5	75.8	71.0	71.6	Albuquerque	76.0	80.6	79.1	79.0
Columbia	75.5	72.7	73.2	71.4	Anchorage	69.9	81.4	76.2	72.6
Huntington	75.6	83.1	79.2	83.2	Boise	75.3	76.6	79.6	75.8
Jackson	72.9	77.6	70.1	72.1	Cheyenne	75.5	72.7	78.4	78.5
Louisville	78.0	79.3	79.3	75.9	Denver	73.8	78.8	83.0	82.0
Montgomery	73.4	73.0	75.2	75.1	Ft. Harrison	75.3	81.1	77.7	79.9
Nashville	76.1	77.1	75.8	77.9	Honolulu	76.0	80.6	80.7	73.5
Roanoke	81.4	78.8	78.4	80.5	Los Angeles	72.6	81.0	77.1	72.6
San Juan	68.0	68.9	72.9	75.5	Oakland	74.5	76.0	78.4	78.9
St. Petersburg	74.7	73.0	77.7	76.3	Phoenix	75.0	74.3	80.1	79.1
Washington	69.3	71.8	70.2	72.9	Portland	76.4	80.2	76.7	72.3
Winston-Salem	76.4	72.4	78.3	81.2	Reno	73.2	74.8	72.3	77.2
					Salt Lake City	78.1	76.4	79.1	80.2
					San Diego	83.5	83.8	79.3	81.4
					Seattle	78.4	81.7	74.4	83.2

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO DID NOT CONTACT VA TO DISCUSS THE CLAIM DECISION LETTER AFTER RECEIVING IT

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	70.6	72.7	73.6	72.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	63.5	77.8	71.2	69.3	Chicago	67.3	67.4	76.3	74.7
Boston	76.7	78.8	79.6	76.5	Des Moines	75.4	76.1	78.5	80.1
Buffalo	65.7	74.9	73.3	69.8	Fargo	75.4	78.7	79.9	77.1
Cleveland	70.4	75.3	77.3	73.6	Houston	70.1	73.2	73.0	76.5
Detroit	71.1	73.4	75.0	75.7	Lincoln	74.9	75.7	76.4	83.3
Hartford	71.6	70.9	76.6	69.1	Little Rock	72.3	74.6	71.8	67.4
Indianapolis	74.7	77.4	77.9	74.5	Milwaukee	71.5	79.3	76.2	73.5
Manchester	76.6	72.0	77.0	79.1	Muskogee	74.5	69.3	72.4	72.9
New York	65.5	76.4	72.3	64.2	New Orleans	66.2	71.3	71.4	72.4
Newark	64.6	70.4	68.3	68.8	Sioux Falls	70.4	77.4	77.4	82.2
Philadelphia	72.8	73.4	76.5	68.6	St. Louis	75.3	70.4	74.3	74.9
Pittsburgh	70.1	72.1	76.8	78.2	St. Paul	78.7	74.9	78.2	76.6
Providence	68.5	78.9	75.9	74.0	Waco	67.7	74.3	70.7	70.6
Togus	78.5	78.9	78.4	78.2	Wichita	68.6	75.4	73.1	75.7
White River Junction	73.7	76.6	74.4	76.8					
Wilmington	70.1	72.7	71.9	72.9					
SOUTHERN AREA					WESTERN AREA				
Atlanta	69.9	68.2	72.1	68.3	Albuquerque	74.3	67.9	77.1	75.6
Columbia	70.9	68.3	71.7	74.8	Anchorage	66.1	69.2	71.6	74.7
Huntington	71.4	76.4	72.8	73.3	Boise	66.0	74.5	75.5	72.5
Jackson	70.1	75.5	72.7	72.0	Cheyenne	71.6	71.4	73.4	70.9
Louisville	78.0	78.2	77.7	72.9	Denver	69.7	71.1	74.3	75.0
Montgomery	74.0	69.5	73.1	67.8	Ft. Harrison	72.4	75.7	73.6	76.0
Nashville	72.8	67.1	74.8	65.5	Honolulu	66.3	69.1	70.6	69.0
Roanoke	72.9	78.0	75.8	73.4	Los Angeles	68.5	73.5	66.8	69.3
San Juan	67.6	66.7	65.7	61.4	Oakland	66.3	73.9	72.0	72.4
St. Petersburg	65.9	71.3	69.4	70.7	Phoenix	73.3	70.9	76.4	71.8
Washington	71.9	67.5	70.8	65.9	Portland	74.9	68.9	69.7	71.1
Winston-Salem	71.8	75.5	73.5	73.4	Reno	69.2	69.4	67.2	75.7
					Salt Lake City	75.6	72.3	72.3	75.7
					San Diego	72.7	71.1	75.4	77.4
					Seattle	72.5	75.9	75.7	76.5

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO VA CONTACTED TO DISCUSS THE CLAIM DECISION LETTER

	2000	2001	2002	2003		2000	2001	2002	2003
Nation		11.7	10.3	10.2					
EASTERN AREA					CENTRAL AREA				
Baltimore		12.4	11.5	11.0	Chicago		7.9	9.7	11.7
Boston		8.9	5.9	5.6	Des Moines		8.7	8.3	8.7
Buffalo		9.6	10.7	11.4	Fargo		12.7	11.6	8.6
Cleveland		11.2	10.9	11.3	Houston		13.7	8.4	10.2
Detroit		12.7	8.4	12.7	Lincoln		9.8	11.5	8.8
Hartford		10.3	13.1	6.6	Little Rock		14.0	10.4	9.6
Indianapolis		9.9	9.3	8.5	Milwaukee		10.2	9.9	11.1
Manchester		8.3	10.6	8.1	Muskogee		11.0	10.9	13.7
New York		13.6	11.8	11.6	New Orleans		12.5	10.4	7.6
Newark		8.1	8.0	9.2	Sioux Falls		10.3	10.0	8.8
Philadelphia		16.1	10.5	12.2	St. Louis		14.2	6.1	11.0
Pittsburgh		10.7	8.7	11.0	St. Paul		12.4	10.5	11.1
Providence		9.0	10.0	12.2	Waco		12.0	10.8	12.5
Togus		13.6	8.2	10.6	Wichita		13.5	7.3	10.9
White River Junction		9.7	11.4	9.4					
Wilmington		9.2	8.9	12.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta		11.1	10.0	9.1	Albuquerque		14.9	11.1	10.6
Columbia		11.9	8.9	9.5	Anchorage		10.4	4.9	5.6
Huntington		12.5	11.3	9.6	Boise		7.3	11.6	7.8
Jackson		9.2	8.2	10.4	Cheyenne		10.3	6.3	8.4
Louisville		6.9	12.1	9.9	Denver		9.7	10.3	8.5
Montgomery		14.1	11.0	10.4	Ft. Harrison		9.8	6.1	7.7
Nashville		12.2	10.2	14.4	Honolulu		14.2	9.7	10.4
Roanoke		8.9	10.7	9.4	Los Angeles		13.8	11.4	13.5
San Juan		25.3	27.2	27.5	Oakland		11.2	8.0	8.8
St. Petersburg		11.0	10.7	7.4	Phoenix		5.9	9.6	10.4
Washington		7.5	10.8	13.1	Portland		9.5	9.5	8.0
Winston-Salem		12.1	12.8	8.7	Reno		7.7	7.3	6.6
					Salt Lake City		5.6	8.9	7.8
					San Diego		13.0	6.5	6.3
					Seattle		10.0	8.0	7.7

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO SAID VA'S EVALUATION OF THEIR CLAIM WAS VERY OR SOMEWHAT FAIR

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	52.8	54.7	53.1	53.8					
EASTERN AREA					CENTRAL AREA				
Baltimore	54.1	55.2	54.4	51.8	Chicago	55.0	50.4	52.8	57.1
Boston	53.9	57.1	52.0	54.5	Des Moines	60.4	53.4	59.7	57.1
Buffalo	56.0	60.4	53.5	54.3	Fargo	56.4	61.3	65.8	56.6
Cleveland	56.7	54.1	51.7	54.2	Houston	53.5	60.8	49.0	57.8
Detroit	52.3	49.2	49.4	54.0	Lincoln	57.0	58.6	61.3	66.4
Hartford	53.3	55.4	49.5	48.4	Little Rock	52.7	57.2	48.0	45.2
Indianapolis	59.6	50.9	54.1	47.4	Milwaukee	64.0	55.9	55.2	60.4
Manchester	49.7	54.3	52.7	54.8	Muskogee	55.4	54.0	52.4	57.5
New York	48.6	51.7	45.3	50.0	New Orleans	54.9	51.2	53.0	47.5
Newark	41.7	46.5	48.3	39.8	Sioux Falls	57.8	57.5	54.6	59.9
Philadelphia	49.0	54.2	49.4	58.9	St. Louis	46.1	56.3	50.6	53.4
Pittsburgh	54.1	56.5	53.3	58.5	St. Paul	59.2	63.8	62.5	65.1
Providence	52.5	58.2	53.8	54.2	Waco	54.0	47.8	53.0	46.0
Togus	57.4	59.5	60.1	56.8	Wichita	53.9	62.4	47.9	56.3
White River Junction	53.8	55.9	53.1	61.8					
Wilmington	46.1	42.9	45.2	49.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	45.4	49.0	50.6	47.3	Albuquerque	53.0	56.4	56.3	58.7
Columbia	52.3	58.3	44.3	45.5	Anchorage	43.0	51.8	44.2	43.5
Huntington	53.0	57.0	53.9	58.3	Boise	44.7	49.3	52.6	43.9
Jackson	49.1	48.7	42.8	45.2	Cheyenne	47.7	47.0	48.7	48.8
Louisville	52.4	57.5	53.1	45.7	Denver	50.0	56.1	57.0	55.5
Montgomery	54.1	58.7	55.5	47.8	Ft. Harrison	45.1	55.6	49.0	53.7
Nashville	52.5	53.4	54.0	51.7	Honolulu	51.1	56.8	51.7	48.6
Roanoke	52.1	54.4	53.9	52.0	Los Angeles	48.7	55.8	53.9	51.9
San Juan	49.8	50.2	46.0	45.0	Oakland	53.0	55.9	52.0	54.2
St. Petersburg	47.3	50.6	48.2	51.9	Phoenix	49.6	52.0	51.7	47.1
Washington	44.5	50.7	44.9	43.4	Portland	55.4	53.6	46.9	46.7
Winston-Salem	56.7	53.3	58.6	50.3	Reno	52.9	49.5	43.8	50.3
					Salt Lake City	55.7	52.7	49.4	49.5
					San Diego	60.8	59.8	54.2	59.1
					Seattle	52.3	57.5	52.2	56.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE DECISION ON THEIR CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	51.2	54.2	52.4	52.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	51.4	55.5	52.7	52.6	Chicago	51.2	50.2	51.6	52.2
Boston	50.6	55.9	50.6	53.8	Des Moines	57.7	53.0	58.4	56.7
Buffalo	50.8	58.4	52.2	53.5	Fargo	57.0	59.0	62.4	58.1
Cleveland	52.2	59.8	49.6	50.4	Houston	54.3	59.5	50.6	56.2
Detroit	51.1	48.5	49.4	52.3	Lincoln	56.3	55.5	64.7	65.5
Hartford	51.6	55.6	51.1	48.2	Little Rock	49.8	55.9	45.6	46.2
Indianapolis	57.6	48.2	54.6	46.5	Milwaukee	63.7	57.4	54.3	59.4
Manchester	50.7	55.1	46.6	56.1	Muskogee	54.5	52.2	48.6	56.1
New York	45.5	50.5	44.7	45.5	New Orleans	51.4	49.0	48.5	44.5
Newark	37.3	44.2	44.7	39.6	Sioux Falls	55.9	60.6	53.4	57.0
Philadelphia	46.9	52.0	49.4	61.5	St. Louis	47.8	55.7	49.1	54.1
Pittsburgh	52.6	51.8	53.0	56.3	St. Paul	62.2	62.2	64.8	65.9
Providence	52.5	60.5	53.2	53.6	Waco	50.0	47.6	50.2	47.9
Togus	59.0	63.6	61.3	58.1	Wichita	53.7	62.2	49.4	54.2
White River Junction	53.4	56.4	50.0	60.3					
Wilmington	43.8	48.4	43.6	49.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	46.4	50.4	48.0	44.8	Albuquerque	53.1	56.5	53.8	56.3
Columbia	49.7	57.6	43.6	44.6	Anchorage	40.9	49.3	46.9	42.5
Huntington	52.4	57.2	51.4	58.2	Boise	46.4	49.1	51.5	43.1
Jackson	46.7	47.3	39.0	43.2	Cheyenne	45.7	47.5	48.7	47.8
Louisville	50.6	57.4	52.9	44.3	Denver	54.7	56.6	57.5	51.7
Montgomery	49.8	52.6	54.1	44.9	Ft. Harrison	43.3	54.6	52.5	57.1
Nashville	48.6	52.1	51.9	48.9	Honolulu	49.8	52.5	50.8	49.6
Roanoke	51.4	56.5	54.4	52.6	Los Angeles	48.7	56.3	52.5	49.3
San Juan	50.0	50.0	46.0	45.2	Oakland	54.2	56.3	55.1	53.6
St. Petersburg	46.6	48.1	49.6	47.6	Phoenix	46.3	51.2	50.2	45.8
Washington	44.4	52.1	41.7	41.6	Portland	52.4	52.3	47.0	45.4
Winston-Salem	52.3	52.7	57.0	50.7	Reno	50.4	49.8	43.7	49.1
					Salt Lake City	51.2	52.1	48.4	49.5
					San Diego	61.5	62.4	56.6	60.3
					Seattle	51.6	56.7	48.4	57.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO SAID THE APPEAL PROCESS WAS CLEARLY EXPLAINED

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	72.2	73.5	76.6	77.1					
EASTERN AREA					CENTRAL AREA				
Baltimore	68.3	76.0	76.1	79.8	Chicago	76.4	70.1	72.6	83.7
Boston	73.3	79.0	82.5	78.2	Des Moines	72.8	72.0	77.4	80.0
Buffalo	78.7	78.4	78.5	80.2	Fargo	74.5	75.6	78.1	82.5
Cleveland	73.3	75.8	78.6	75.8	Houston	70.5	76.1	81.0	76.2
Detroit	65.0	73.0	79.9	78.0	Lincoln	78.6	80.9	84.3	84.9
Hartford	73.4	68.9	80.0	71.8	Little Rock	72.6	72.6	75.7	74.2
Indianapolis	72.9	73.5	73.6	75.1	Milwaukee	74.1	75.8	79.5	74.9
Manchester	75.5	75.7	79.0	75.8	Muskogee	78.3	72.4	73.4	76.5
New York	72.0	73.5	75.0	75.1	New Orleans	74.2	74.0	74.6	71.4
Newark	65.9	73.4	72.1	74.5	Sioux Falls	69.9	77.6	78.3	78.4
Philadelphia	66.7	69.9	66.5	73.9	St. Louis	70.0	67.5	70.1	83.0
Pittsburgh	77.3	72.9	81.5	78.9	St. Paul	76.4	78.6	80.1	78.4
Providence	74.9	77.1	77.8	80.9	Waco	67.1	69.0	76.0	79.6
Togus	81.2	80.7	81.7	84.5	Wichita	70.2	77.3	70.5	84.0
White River Junction	73.3	70.7	75.6	78.7					
Wilmington	71.1	63.9	70.3	73.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta	67.4	71.7	74.4	75.1	Albuquerque	73.5	75.5	79.2	79.3
Columbia	74.9	73.1	74.4	74.5	Anchorage	68.1	70.7	71.2	74.0
Huntington	78.8	82.1	81.5	81.6	Boise	72.7	72.4	78.7	76.0
Jackson	67.0	73.8	71.3	70.5	Cheyenne	66.8	64.3	77.1	70.5
Louisville	74.4	71.0	76.1	72.7	Denver	71.6	76.3	76.4	80.4
Montgomery	76.6	71.9	78.0	73.1	Ft. Harrison	73.3	75.0	78.8	77.5
Nashville	69.9	72.7	77.5	80.4	Honolulu	70.6	73.7	78.5	78.3
Roanoke	78.5	80.6	79.6	79.2	Los Angeles	69.3	76.8	77.6	75.8
San Juan	56.5	57.2	61.3	68.8	Oakland	70.9	74.5	77.7	76.0
St. Petersburg	72.5	74.9	79.5	74.9	Phoenix	71.8	72.9	73.9	80.8
Washington	69.3	71.9	73.3	73.1	Portland	68.5	76.2	75.0	73.7
Winston-Salem	78.0	71.1	79.8	83.7	Reno	71.5	70.3	73.4	75.7
					Salt Lake City	70.5	69.8	77.2	77.7
					San Diego	78.3	74.3	75.1	78.8
					Seattle	76.4	74.4	78.1	79.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

DECISIONS ON CLAIMS

PERCENT WHO HAVE NOT APPEALED THE DECISION ON THEIR CLAIM

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	81.4	82.6	80.8	80.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	76.3	84.7	81.5	81.7	Chicago	80.2	79.8	80.9	82.5
Boston	83.6	82.6	76.6	77.2	Des Moines	84.3	91.9	81.5	86.1
Buffalo	79.0	82.5	79.6	75.0	Fargo	88.4	87.2	88.7	85.3
Cleveland	81.6	86.8	81.6	80.1	Houston	81.0	84.0	77.8	81.4
Detroit	79.6	78.2	80.2	79.6	Lincoln	85.2	84.8	84.4	83.1
Hartford	79.8	82.6	73.9	73.8	Little Rock	79.1	84.7	74.4	76.7
Indianapolis	86.7	82.9	83.7	76.6	Milwaukee	85.9	84.6	81.2	88.3
Manchester	82.1	83.8	79.9	81.3	Muskogee	83.4	86.0	79.3	82.0
New York	75.5	75.8	75.1	72.7	New Orleans	78.4	80.9	82.3	76.8
Newark	72.6	75.0	79.1	70.1	Sioux Falls	82.1	87.2	85.6	85.2
Philadelphia	79.7	81.2	82.4	81.8	St. Louis	80.9	80.0	81.6	82.2
Pittsburgh	80.3	80.4	81.7	81.4	St. Paul	86.2	87.7	84.2	86.6
Providence	76.5	87.1	79.3	72.1	Waco	80.8	81.9	80.1	77.4
Togus	84.1	86.3	85.8	81.6	Wichita	81.2	86.4	79.8	80.7
White River Junction	82.3	83.0	83.1	84.9					
Wilmington	79.5	82.4	79.5	77.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	81.7	83.7	75.0	78.1	Albuquerque	77.3	82.4	82.2	77.5
Columbia	80.8	81.1	76.3	75.7	Anchorage	78.9	80.5	79.7	77.9
Huntington	79.9	83.2	74.4	73.2	Boise	76.5	84.2	83.2	73.1
Jackson	78.1	84.7	76.3	76.4	Cheyenne	84.2	79.4	82.0	85.2
Louisville	79.1	86.2	80.5	74.6	Denver	81.6	85.5	81.6	80.8
Montgomery	77.4	80.7	82.9	74.7	Ft. Harrison	80.0	86.2	84.1	83.9
Nashville	81.7	78.8	83.0	75.7	Honolulu	78.3	81.2	80.5	78.7
Roanoke	83.4	86.5	83.9	77.6	Los Angeles	77.3	81.2	78.4	72.1
San Juan	81.9	73.8	74.1	73.4	Oakland	81.7	85.3	79.8	84.3
St. Petersburg	79.2	76.1	74.9	80.4	Phoenix	82.3	80.9	83.8	80.1
Washington	83.9	80.1	74.1	67.8	Portland	80.7	79.0	78.6	74.8
Winston-Salem	85.5	88.7	88.4	81.0	Reno	77.1	78.4	74.0	80.1
					Salt Lake City	84.4	80.6	77.7	80.1
					San Diego	85.9	86.0	82.4	84.9
					Seattle	83.2	83.5	81.9	78.8

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO SAID VA EMPLOYEES WERE VERY OR GENERALLY HELPFUL

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	68.1	67.9	68.7	69.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	65.0	69.5	66.2	64.8	Chicago	66.2	62.3	64.8	70.1
Boston	71.8	71.3	76.1	68.3	Des Moines	69.4	69.9	73.4	73.7
Buffalo	65.4	72.0	69.3	69.8	Fargo	78.2	75.0	78.8	81.4
Cleveland	68.5	69.6	69.9	70.8	Houston	67.9	72.1	63.2	68.7
Detroit	66.0	66.2	67.4	63.8	Lincoln	70.3	73.6	77.2	82.9
Hartford	68.1	63.8	72.0	69.6	Little Rock	64.4	65.4	63.6	64.2
Indianapolis	68.6	66.9	68.6	70.3	Milwaukee	74.3	71.8	71.8	71.1
Manchester	71.2	75.5	74.0	76.4	Muskogee	64.1	65.8	67.5	70.7
New York	65.0	63.3	59.7	67.6	New Orleans	69.6	69.7	74.2	67.2
Newark	58.0	60.6	61.8	65.6	Sioux Falls	69.6	77.1	75.6	75.0
Philadelphia	67.8	69.3	70.7	73.9	St. Louis	60.1	67.1	65.8	68.5
Pittsburgh	72.3	74.9	72.3	69.4	St. Paul	76.4	79.7	72.9	76.2
Providence	69.9	64.6	71.3	68.7	Waco	72.4	62.7	67.9	72.0
Togus	77.3	71.1	78.9	82.7	Wichita	66.5	70.2	65.3	66.4
White River Junction	77.3	70.7	71.0	78.1					
Wilmington	67.6	64.6	61.9	68.3					
SOUTHERN AREA					WESTERN AREA				
Atlanta	60.6	64.2	65.1	63.3	Albuquerque	66.0	68.8	69.8	74.2
Columbia	71.2	70.4	65.3	68.3	Anchorage	62.5	67.5	64.6	69.7
Huntington	72.4	71.2	74.1	74.9	Boise	67.6	65.9	71.0	71.2
Jackson	61.8	66.3	63.7	63.3	Cheyenne	65.4	67.4	69.1	70.2
Louisville	66.2	66.9	66.7	65.7	Denver	67.4	64.6	72.4	71.7
Montgomery	71.4	67.4	70.9	65.3	Ft. Harrison	64.8	70.6	71.2	73.3
Nashville	68.8	68.3	69.8	68.4	Honolulu	71.0	72.1	72.1	74.5
Roanoke	68.9	66.2	67.1	67.8	Los Angeles	66.8	68.5	68.7	67.0
San Juan	72.4	74.7	73.4	76.9	Oakland	64.7	62.5	67.5	70.5
St. Petersburg	67.1	63.3	68.1	68.1	Phoenix	66.6	63.7	63.7	65.6
Washington	58.7	59.8	59.2	60.2	Portland	69.6	67.7	71.2	68.5
Winston-Salem	68.4	69.0	68.5	70.4	Reno	67.7	69.6	66.2	73.3
					Salt Lake City	72.3	73.9	69.0	75.3
					San Diego	70.7	72.1	74.2	73.3
					Seattle	68.5	67.2	65.9	72.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO SAID THE CLAIMS PROCESS REFLECTED THE COURTESY, COMPASSION, AND RESPECT DUE TO A U.S. VETERAN

Nation	2000	2001	2002	2003		2000	2001	2002	2003
	69.5	70.4	71.3	72.1					
EASTERN AREA					CENTRAL AREA				
Baltimore	69.1	72.6	71.4	64.8	Chicago	65.9	67.2	67.6	72.2
Boston	71.8	77.7	80.6	70.9	Des Moines	74.8	75.0	76.9	75.6
Buffalo	68.0	76.4	73.4	72.6	Fargo	75.6	77.4	80.4	80.6
Cleveland	68.6	70.6	71.6	71.5	Houston	76.3	75.7	70.8	73.3
Detroit	69.3	69.3	68.2	66.1	Lincoln	73.4	76.7	80.0	84.8
Hartford	72.3	65.0	75.6	73.2	Little Rock	64.6	70.1	64.3	67.4
Indianapolis	70.7	68.1	68.2	72.6	Milwaukee	72.0	74.4	72.8	75.8
Manchester	76.0	80.1	78.7	78.5	Muskogee	68.8	68.9	71.5	75.1
New York	64.5	67.0	65.0	71.1	New Orleans	70.2	68.7	71.1	67.1
Newark	60.5	64.0	66.6	66.2	Sioux Falls	71.8	76.5	74.7	77.9
Philadelphia	70.6	72.6	74.2	76.2	St. Louis	67.8	71.2	68.3	72.4
Pittsburgh	75.2	76.4	73.5	74.2	St. Paul	79.0	79.4	77.8	78.6
Providence	69.2	71.1	73.1	73.8	Waco	66.5	66.0	70.1	73.2
Togus	77.4	74.1	78.7	81.4	Wichita	66.1	73.0	67.6	69.6
White River Junction	73.4	73.3	75.9	78.5					
Wilmington	70.3	65.0	65.6	70.6					
SOUTHERN AREA					WESTERN AREA				
Atlanta	63.6	63.2	65.6	59.8	Albuquerque	67.5	72.4	74.6	78.6
Columbia	71.7	70.7	66.4	68.3	Anchorage	64.5	70.4	66.2	71.4
Huntington	72.6	73.7	75.8	73.2	Boise	68.0	69.2	73.4	69.2
Jackson	64.7	66.7	64.2	64.0	Cheyenne	67.3	69.9	69.0	72.8
Louisville	68.6	68.3	67.9	68.1	Denver	66.6	69.0	75.4	72.1
Montgomery	68.1	73.1	73.4	66.9	Ft. Harrison	66.3	75.2	71.0	74.6
Nashville	68.8	66.6	69.8	68.2	Honolulu	69.6	73.6	74.6	76.3
Roanoke	71.1	68.1	71.4	68.4	Los Angeles	64.6	70.2	67.8	68.4
San Juan	76.1	76.2	75.6	77.9	Oakland	66.1	63.9	72.0	73.6
St. Petersburg	68.1	65.3	70.1	72.6	Phoenix	69.6	70.1	68.3	69.4
Washington	59.1	60.1	62.5	65.0	Portland	70.2	69.0	68.8	70.3
Winston-Salem	68.9	70.4	73.8	73.8	Reno	67.3	70.4	63.6	73.6
					Salt Lake City	75.2	74.1	70.6	75.5
					San Diego	74.3	71.3	75.1	77.3
					Seattle	71.1	74.7	70.3	73.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO DID NOT HAVE TO CONTACT VA MORE THAN ONCE ABOUT THE SAME PROBLEM OR QUESTION

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	54.7	54.9	56.9	57.0					
EASTERN AREA					CENTRAL AREA				
Baltimore	48.0	56.6	54.1	54.1	Chicago	51.1	56.4	57.4	63.0
Boston	56.4	62.5	61.4	57.3	Des Moines	56.5	58.5	61.9	61.3
Buffalo	51.2	58.8	56.3	55.8	Fargo	65.0	65.1	69.6	68.8
Cleveland	54.2	54.1	57.8	58.2	Houston	52.5	58.1	58.8	56.6
Detroit	52.0	56.5	53.0	54.4	Lincoln	63.6	58.3	71.8	69.9
Hartford	58.0	49.3	59.4	56.4	Little Rock	53.7	54.8	56.5	52.1
Indianapolis	58.5	59.1	60.8	62.6	Milwaukee	61.7	59.8	55.9	54.1
Manchester	58.4	60.5	67.9	62.2	Muskogee	53.3	54.2	62.0	61.1
New York	52.9	48.8	46.4	53.7	New Orleans	51.9	57.2	58.3	52.3
Newark	46.4	46.9	47.2	52.0	Sioux Falls	62.6	61.0	66.7	64.2
Philadelphia	51.8	57.8	55.2	58.9	St. Louis	45.8	54.4	56.6	59.1
Pittsburgh	61.9	58.8	64.8	64.3	St. Paul	67.5	69.9	58.5	63.0
Providence	53.6	51.1	59.3	55.6	Waco	55.5	47.5	57.0	56.1
Togus	65.0	59.9	67.4	65.8	Wichita	54.7	55.6	57.2	56.9
White River Junction	62.7	60.3	62.1	66.6					
Wilmington	56.8	48.0	57.8	55.4					
SOUTHERN AREA					WESTERN AREA				
Atlanta	53.2	54.7	50.2	53.0	Albuquerque	53.8	53.9	61.1	63.1
Columbia	58.6	53.9	57.5	56.9	Anchorage	51.8	54.3	55.4	58.2
Huntington	52.9	52.3	60.7	60.4	Boise	57.4	53.1	60.3	59.8
Jackson	50.2	53.1	51.7	50.9	Cheyenne	58.2	54.1	56.1	66.9
Louisville	53.4	55.5	63.7	56.7	Denver	54.0	56.6	63.1	64.8
Montgomery	55.0	56.9	54.3	52.2	Ft. Harrison	54.2	56.6	59.7	64.6
Nashville	54.8	57.3	60.0	52.7	Honolulu	50.8	54.2	60.3	60.4
Roanoke	54.7	56.7	61.2	53.9	Los Angeles	49.5	53.8	52.8	51.9
San Juan	44.7	41.4	45.6	45.2	Oakland	48.3	48.6	56.3	55.0
St. Petersburg	58.4	52.7	51.1	51.2	Phoenix	55.4	56.3	59.2	56.9
Washington	42.4	50.2	47.6	46.5	Portland	57.1	55.0	51.0	52.9
Winston-Salem	56.9	58.6	58.5	60.2	Reno	54.1	51.9	49.7	57.3
					Salt Lake City	62.1	61.6	61.6	64.4
					San Diego	59.4	50.2	61.3	67.6
					Seattle	58.4	56.7	61.3	60.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO SAID VA FULLY ADDRESSED ALL OF THEIR QUESTIONS, CONCERNS, AND COMPLAINTS

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	60.7	60.7	61.1	61.1					
EASTERN AREA					CENTRAL AREA				
Baltimore	56.7	63.9	60.2	56.3	Chicago	53.3	58.1	59.1	65.0
Boston	60.1	64.1	63.7	58.9	Des Moines	65.4	64.0	67.1	67.8
Buffalo	61.8	64.1	59.6	62.3	Fargo	71.1	70.2	73.4	70.1
Cleveland	61.2	62.6	66.1	58.0	Houston	63.0	66.6	56.4	62.1
Detroit	60.8	57.3	55.5	53.1	Lincoln	64.5	66.7	74.5	75.1
Hartford	59.4	56.4	65.5	61.2	Little Rock	56.3	59.4	56.1	54.4
Indianapolis	58.5	58.2	63.2	61.2	Milwaukee	68.1	69.8	62.2	66.7
Manchester	65.1	66.2	69.7	67.6	Muskogee	59.6	61.5	64.8	61.2
New York	56.2	53.6	49.1	53.7	New Orleans	62.7	64.0	68.0	52.7
Newark	48.7	53.1	56.3	55.2	Sioux Falls	64.4	68.8	65.3	66.3
Philadelphia	58.7	58.6	65.8	69.5	St. Louis	51.2	62.2	54.9	61.7
Pittsburgh	62.2	67.7	66.5	63.0	St. Paul	71.8	72.5	63.5	72.7
Providence	63.7	64.7	65.2	60.5	Waco	64.0	53.3	58.2	56.3
Togus	68.1	65.8	70.0	68.0	Wichita	59.4	65.2	57.8	60.2
White River Junction	69.1	58.9	66.5	68.6					
Wilmington	55.1	55.9	49.7	58.2					
SOUTHERN AREA					WESTERN AREA				
Atlanta	52.9	55.5	54.0	48.9	Albuquerque	56.5	62.2	64.9	64.5
Columbia	65.4	62.1	59.0	55.4	Anchorage	55.8	53.0	57.3	56.9
Huntington	63.8	61.6	65.3	64.8	Boise	53.4	59.4	58.2	57.8
Jackson	55.7	59.0	55.5	55.3	Cheyenne	55.3	56.5	58.7	61.5
Louisville	62.4	60.6	59.0	59.3	Denver	56.7	56.3	65.1	64.8
Montgomery	65.4	64.5	61.9	56.8	Ft. Harrison	53.8	65.9	59.5	56.6
Nashville	60.9	58.3	65.3	57.1	Honolulu	61.8	62.7	62.8	65.6
Roanoke	60.8	60.2	62.4	60.3	Los Angeles	56.3	61.9	58.1	53.0
San Juan	68.8	68.6	64.5	64.7	Oakland	54.9	52.4	60.5	58.2
St. Petersburg	58.4	55.4	54.9	60.1	Phoenix	57.8	54.8	57.7	58.8
Washington	46.5	50.9	51.3	49.4	Portland	60.6	58.6	55.9	52.8
Winston-Salem	68.0	62.1	65.1	64.1	Reno	59.9	57.9	53.0	62.1
					Salt Lake City	64.0	61.4	59.7	65.2
					San Diego	65.5	59.5	63.1	67.9
					Seattle	60.0	57.8	59.1	60.6

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE HANDLING OF THEIR CLAIM

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	55.7	56.4	57.8	59.4					
EASTERN AREA					CENTRAL AREA				
Baltimore	57.8	60.9	56.2	58.4	Chicago	53.8	53.5	54.9	62.7
Boston	60.2	62.3	64.1	55.3	Des Moines	57.5	57.3	61.3	57.3
Buffalo	55.4	57.6	55.0	58.3	Fargo	62.0	63.9	70.4	69.5
Cleveland	57.3	56.9	59.1	55.2	Houston	59.0	64.0	59.5	59.8
Detroit	53.7	55.1	55.0	53.3	Lincoln	57.4	61.2	71.0	71.1
Hartford	54.4	54.8	60.0	56.3	Little Rock	51.0	56.1	52.2	52.1
Indianapolis	58.8	55.1	56.1	60.0	Milwaukee	60.0	63.7	58.4	64.3
Manchester	54.7	63.4	59.2	63.9	Muskogee	55.4	55.4	60.9	61.3
New York	50.6	47.2	49.4	56.1	New Orleans	57.5	58.2	60.3	54.7
Newark	45.0	44.5	51.1	53.4	Sioux Falls	62.0	64.9	61.5	60.4
Philadelphia	54.0	55.2	63.3	66.5	St. Louis	50.0	56.5	54.5	58.4
Pittsburgh	60.6	60.9	60.4	63.5	St. Paul	63.5	66.7	61.3	72.6
Providence	54.8	57.7	61.7	61.4	Waco	60.3	53.8	56.5	55.0
Togus	63.9	60.3	65.0	65.6	Wichita	53.7	59.2	53.5	54.7
White River Junction	60.8	54.6	59.5	68.6					
Wilmington	54.5	45.2	49.2	52.8					
SOUTHERN AREA					WESTERN AREA				
Atlanta	51.2	50.8	50.0	50.1	Albuquerque	54.2	59.1	61.7	65.0
Columbia	58.6	58.6	54.3	54.0	Anchorage	48.0	53.7	53.0	56.0
Huntington	59.6	57.4	57.5	63.6	Boise	52.0	52.1	56.0	50.8
Jackson	48.0	53.8	47.0	51.8	Cheyenne	48.8	46.3	54.7	56.5
Louisville	54.6	56.0	51.3	51.3	Denver	53.8	51.3	65.0	63.7
Montgomery	55.8	60.6	59.4	50.6	Ft. Harrison	49.9	56.7	55.2	58.5
Nashville	51.6	58.3	59.9	55.7	Honolulu	52.6	58.5	58.6	61.1
Roanoke	54.2	52.2	57.2	59.4	Los Angeles	53.4	58.5	55.9	56.0
San Juan	58.5	59.2	56.7	57.8	Oakland	54.0	52.2	55.5	59.2
St. Petersburg	55.7	49.9	56.3	58.0	Phoenix	54.5	53.2	53.7	54.0
Washington	44.3	51.4	49.6	50.8	Portland	54.4	54.9	52.4	53.9
Winston-Salem	54.6	55.9	59.9	59.8	Reno	54.0	49.7	50.3	59.7
					Salt Lake City	61.8	61.0	57.9	63.2
					San Diego	58.8	59.9	59.5	67.9
					Seattle	57.6	56.1	58.1	62.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO FELT VA TREATED THEM AS AN INDIVIDUAL, NOT JUST A CLAIM TO BE PROCESSED

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	61.9	62.4	63.9	65.1					
EASTERN AREA					CENTRAL AREA				
Baltimore	59.1	63.8	62.2	58.5	Chicago	60.5	58.3	61.9	64.8
Boston	70.3	71.1	69.3	63.6	Des Moines	70.4	67.6	70.2	68.3
Buffalo	61.8	66.9	64.5	63.9	Fargo	73.1	72.8	79.5	77.2
Cleveland	64.1	63.8	63.3	64.8	Houston	66.2	65.8	60.3	64.2
Detroit	63.4	59.6	62.2	60.9	Lincoln	62.2	67.0	76.9	79.0
Hartford	63.5	62.3	65.6	64.7	Little Rock	59.6	60.7	55.2	59.3
Indianapolis	64.8	59.0	62.1	63.8	Milwaukee	68.5	68.7	66.3	71.7
Manchester	65.2	69.0	66.3	67.7	Muskogee	60.9	60.4	63.4	65.6
New York	55.9	59.8	56.6	63.1	New Orleans	67.5	62.0	68.2	56.6
Newark	51.6	59.5	64.2	61.6	Sioux Falls	64.3	69.0	68.6	69.8
Philadelphia	61.5	68.7	66.0	77.0	St. Louis	54.6	61.3	59.5	58.6
Pittsburgh	70.6	66.5	69.0	69.0	St. Paul	74.9	72.7	70.9	73.4
Providence	62.2	63.1	66.0	62.3	Waco	61.0	56.2	64.1	62.6
Togus	69.6	67.8	72.0	69.3	Wichita	56.8	65.5	59.7	61.5
White River Junction	69.8	64.5	69.7	73.9					
Wilmington	59.9	54.9	59.4	62.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	56.4	55.0	56.4	54.9	Albuquerque	58.9	64.0	70.8	72.0
Columbia	67.2	64.6	62.3	59.8	Anchorage	49.1	56.5	55.0	61.0
Huntington	61.3	68.4	67.1	69.4	Boise	57.3	59.0	62.5	58.3
Jackson	58.1	62.9	59.2	58.3	Cheyenne	57.7	60.0	59.8	63.7
Louisville	59.8	61.2	58.6	60.2	Denver	54.6	56.9	63.5	63.8
Montgomery	61.6	65.3	66.0	56.2	Ft. Harrison	52.6	64.4	58.2	62.4
Nashville	58.2	63.4	61.8	63.2	Honolulu	64.7	68.6	68.7	71.7
Roanoke	61.0	55.8	62.5	59.2	Los Angeles	58.3	66.1	64.9	60.9
San Juan	81.0	75.7	77.0	76.4	Oakland	54.8	57.2	63.2	65.4
St. Petersburg	59.5	57.0	63.6	65.4	Phoenix	61.1	62.4	58.2	61.7
Washington	51.1	56.9	54.1	54.0	Portland	62.8	56.7	56.6	60.5
Winston-Salem	60.7	61.6	65.5	66.0	Reno	58.7	57.6	54.6	64.7
					Salt Lake City	66.3	65.6	65.9	69.2
					San Diego	63.2	64.4	64.2	73.5
					Seattle	60.5	62.6	60.1	64.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO RATED THEIR OWN KNOWLEDGE OF VA BENEFITS AS EXCELLENT, VERY GOOD, OR GOOD

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	56.5	57.3	58.3	59.9					
EASTERN AREA					CENTRAL AREA				
Baltimore	57.2	64.0	61.1	61.0	Chicago	58.3	54.0	56.0	62.3
Boston	58.0	59.9	56.4	60.2	Des Moines	55.4	53.6	55.6	60.1
Buffalo	55.9	54.1	59.9	62.7	Fargo	58.8	55.9	61.4	59.6
Cleveland	53.0	56.3	54.9	52.8	Houston	56.2	61.2	58.6	61.2
Detroit	58.1	58.0	58.5	58.8	Lincoln	59.9	58.8	62.0	65.7
Hartford	59.9	59.8	63.5	55.1	Little Rock	56.1	54.0	53.2	55.5
Indianapolis	53.8	57.7	54.8	54.4	Milwaukee	58.3	56.4	58.0	59.3
Manchester	60.3	57.4	62.1	61.6	Muskogee	56.2	56.2	57.8	56.6
New York	56.6	55.9	56.9	61.4	New Orleans	55.7	57.8	57.0	58.6
Newark	54.5	56.9	59.1	54.3	Sioux Falls	54.5	60.2	54.7	57.5
Philadelphia	57.5	53.9	58.1	60.2	St. Louis	51.5	50.9	50.5	55.4
Pittsburgh	58.7	59.9	57.0	65.6	St. Paul	57.9	60.5	56.9	60.2
Providence	56.2	56.3	62.9	63.8	Waco	54.9	52.2	63.2	58.5
Togus	54.4	60.3	59.4	62.0	Wichita	53.5	61.5	54.1	58.2
White River Junction	55.3	56.3	57.1	62.3					
Wilmington	57.1	60.0	55.4	59.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	55.0	61.9	58.6	63.0	Albuquerque	60.5	60.6	60.6	62.9
Columbia	56.3	59.1	55.6	56.9	Anchorage	55.3	57.3	58.6	58.9
Huntington	54.4	53.3	53.4	57.6	Boise	52.1	56.0	56.4	61.9
Jackson	53.6	52.3	55.8	57.9	Cheyenne	57.5	50.0	58.9	58.0
Louisville	51.6	50.6	52.0	53.8	Denver	54.7	60.6	64.2	65.6
Montgomery	54.3	54.6	58.4	57.1	Ft. Harrison	53.8	51.5	52.8	56.1
Nashville	53.9	54.1	53.4	56.9	Honolulu	62.3	64.1	61.2	64.9
Roanoke	60.9	59.6	58.4	63.7	Los Angeles	55.4	61.8	58.9	57.5
San Juan	58.8	57.1	53.2	58.5	Oakland	56.7	60.1	59.2	64.2
St. Petersburg	59.7	54.0	60.9	62.0	Phoenix	62.4	55.6	58.6	58.1
Washington	61.7	69.8	61.5	57.5	Portland	53.9	55.6	50.6	54.3
Winston-Salem	56.2	56.8	61.7	59.9	Reno	60.8	58.8	57.5	61.4
					Salt Lake City	52.2	61.6	63.9	62.9
					San Diego	62.8	64.3	59.6	67.4
					Seattle	55.7	63.3	60.7	61.0

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO SAID VA KEPT THEM INFORMED OF THE FULL RANGE OF AVAILABLE BENEFITS AND SERVICES (OF THOSE WHO NEEDED THIS INFORMATION)

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	37.4	39.3	39.2	41.2					
EASTERN AREA					CENTRAL AREA				
Baltimore	39.7	43.6	40.5	44.2	Chicago	40.2	38.0	37.7	44.1
Boston	38.8	44.0	43.0	44.5	Des Moines	33.6	36.7	39.0	40.9
Buffalo	39.2	42.9	44.1	48.3	Fargo	43.9	46.2	47.9	49.3
Cleveland	36.8	38.7	36.9	36.6	Houston	40.5	45.2	37.9	41.8
Detroit	33.1	32.5	35.2	40.9	Lincoln	41.0	39.2	48.6	48.3
Hartford	41.2	37.9	46.6	39.2	Little Rock	33.3	35.0	32.8	30.3
Indianapolis	38.5	36.1	30.9	34.4	Milwaukee	41.0	43.0	38.2	38.8
Manchester	40.2	39.6	42.3	45.3	Muskogee	33.2	37.9	37.7	44.2
New York	33.3	38.5	37.1	38.8	New Orleans	37.0	41.1	35.9	38.4
Newark	35.6	40.2	38.2	42.1	Sioux Falls	39.9	45.6	40.1	43.2
Philadelphia	41.6	39.5	41.7	43.2	St. Louis	32.0	33.5	34.4	38.7
Pittsburgh	42.9	41.5	41.9	40.5	St. Paul	40.7	48.9	42.1	48.0
Providence	37.4	38.5	43.4	43.1	Waco	35.8	37.3	38.7	40.9
Togus	41.5	42.1	43.3	45.8	Wichita	38.8	39.8	33.2	40.4
White River Junction	40.9	42.8	39.9	46.5					
Wilmington	40.2	32.6	37.0	41.0					
SOUTHERN AREA					WESTERN AREA				
Atlanta	36.2	36.6	34.4	33.3	Albuquerque	37.0	42.1	49.3	49.4
Columbia	38.1	39.4	38.7	38.8	Anchorage	33.8	38.0	37.1	42.2
Huntington	37.6	39.0	39.1	44.4	Boise	32.1	37.3	35.1	40.1
Jackson	31.0	33.6	30.7	38.4	Cheyenne	38.5	34.9	39.5	41.5
Louisville	33.3	33.3	34.8	36.0	Denver	35.6	41.6	45.9	52.2
Montgomery	33.7	37.8	36.2	31.4	Ft. Harrison	30.6	36.7	38.3	43.2
Nashville	35.5	36.2	37.7	35.6	Honolulu	46.9	47.8	47.1	48.6
Roanoke	37.0	37.6	46.1	43.9	Los Angeles	34.4	41.0	41.6	42.9
San Juan	39.6	40.3	37.8	33.4	Oakland	35.9	42.1	42.3	44.6
St. Petersburg	37.4	38.1	39.5	40.7	Phoenix	41.0	37.2	39.7	35.9
Washington	39.3	45.2	39.0	38.3	Portland	32.0	33.7	36.2	32.8
Winston-Salem	38.0	39.1	39.1	38.2	Reno	38.6	33.0	36.5	37.9
					Salt Lake City	32.8	37.5	40.3	41.3
					San Diego	48.0	42.2	49.3	55.1
					Seattle	37.7	42.6	42.7	45.3

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

OVERALL IMPRESSIONS

PERCENT WHO SAID VA TOLD THEM ABOUT OTHER BENEFITS FOR WHICH THEY MIGHT BE ELIGIBLE

	2000	2001	2002	2003		2000	2001	2002	2003
Nation	27.7	27.9	28.5	30.5					
EASTERN AREA					CENTRAL AREA				
Baltimore	25.6	26.2	29.3	31.6	Chicago	30.9	27.9	29.4	33.0
Boston	26.0	32.3	32.2	31.0	Des Moines	23.9	24.5	27.0	31.3
Buffalo	30.4	32.8	33.7	36.7	Fargo	35.2	32.2	34.1	36.1
Cleveland	28.0	23.7	27.8	30.9	Houston	29.4	33.2	26.7	30.6
Detroit	27.5	24.7	23.6	26.1	Lincoln	32.1	29.1	35.4	39.1
Hartford	28.7	22.8	31.7	29.4	Little Rock	21.6	23.7	23.7	22.5
Indianapolis	26.5	24.8	23.6	29.1	Milwaukee	33.7	31.8	29.8	28.8
Manchester	30.1	33.8	31.1	33.0	Muskogee	28.4	29.5	30.6	34.6
New York	22.1	25.0	22.0	28.8	New Orleans	28.8	29.0	30.1	25.9
Newark	21.9	27.4	26.9	26.3	Sioux Falls	31.9	29.0	29.4	33.1
Philadelphia	27.3	26.6	29.1	31.4	St. Louis	25.8	21.9	26.9	31.0
Pittsburgh	28.6	26.4	30.3	35.1	St. Paul	32.2	35.0	29.4	26.4
Providence	26.7	23.7	29.0	31.1	Waco	23.9	26.1	27.7	27.6
Togus	35.1	28.0	31.9	35.8	Wichita	22.1	30.8	24.2	22.8
White River Junction	28.0	27.4	27.5	31.0					
Wilmington	28.4	23.2	26.9	28.1					
SOUTHERN AREA					WESTERN AREA				
Atlanta	23.3	28.0	21.2	27.2	Albuquerque	26.9	28.7	33.7	33.9
Columbia	31.3	30.2	27.1	31.1	Anchorage	22.5	29.3	29.5	28.3
Huntington	27.4	28.2	29.6	35.9	Boise	28.8	25.9	26.2	29.4
Jackson	19.3	21.4	25.3	28.5	Cheyenne	29.7	24.1	26.5	30.0
Louisville	24.6	18.5	24.9	27.0	Denver	25.1	25.1	28.9	31.0
Montgomery	26.6	28.4	31.8	29.1	Ft. Harrison	23.2	26.0	27.7	32.5
Nashville	27.6	29.0	25.8	31.1	Honolulu	35.2	37.3	33.3	36.7
Roanoke	32.9	24.9	28.5	29.9	Los Angeles	24.2	30.4	29.6	29.7
San Juan	25.6	27.7	25.3	25.5	Oakland	30.8	28.2	34.5	36.2
St. Petersburg	29.7	29.8	28.4	30.4	Phoenix	29.7	25.5	23.6	28.2
Washington	24.9	30.2	23.7	30.1	Portland	26.9	24.9	33.3	32.4
Winston-Salem	29.6	29.9	35.3	33.2	Reno	29.6	23.8	22.8	30.0
					Salt Lake City	24.6	26.2	27.4	28.5
					San Diego	35.9	31.2	29.6	38.6
					Seattle	29.5	32.7	31.2	28.9

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.

INTERNET ACCESS

PERCENT WHO REPORTED HAVING ACCESS TO THE INTERNET

	2000	2001	2002	2003		2000	2001	2002	2003
Nation			47.1	53.3					
EASTERN AREA					CENTRAL AREA				
Baltimore			61.4	65.4	Chicago			44.1	51.2
Boston			49.8	57.2	Des Moines			39.7	45.6
Buffalo			47.2	56.0	Fargo			43.3	53.6
Cleveland			42.6	52.2	Houston			47.4	59.8
Detroit			45.6	51.9	Lincoln			50.0	54.7
Hartford			54.6	59.1	Little Rock			36.9	52.6
Indianapolis			54.0	55.4	Milwaukee			48.8	29.4
Manchester			57.4	66.1	Muskogee			44.1	55.8
New York			39.4	47.0	New Orleans			32.5	51.3
Newark			45.7	53.9	Sioux Falls			44.2	50.8
Philadelphia			29.4	27.0	St. Louis			41.7	52.4
Pittsburgh			38.8	46.5	St. Paul			37.0	37.9
Providence			51.1	56.3	Waco			47.2	54.2
Togus			51.3	63.1	Wichita			50.1	54.6
White River Junction			48.7	59.5					
Wilmington			61.0	61.5					
SOUTHERN AREA					WESTERN AREA				
Atlanta			49.7	57.5	Albuquerque			44.0	49.8
Columbia			45.7	50.1	Anchorage			80.6	77.7
Huntington			37.5	44.5	Boise			52.4	65.0
Jackson			30.8	41.4	Cheyenne			53.9	60.7
Louisville			39.2	48.3	Denver			59.7	70.0
Montgomery			31.5	44.8	Ft. Harrison			56.9	54.5
Nashville			40.5	48.0	Honolulu			55.5	61.1
Roanoke			57.6	68.9	Los Angeles			49.7	58.4
San Juan			21.5	27.5	Oakland			53.7	57.8
St. Petersburg			52.3	58.5	Phoenix			52.6	57.0
Washington			63.2	65.2	Portland			51.6	60.6
Winston-Salem			45.7	56.7	Reno			53.5	63.2
					Salt Lake City			58.7	63.4
					San Diego			71.2	73.3
					Seattle			67.0	69.4

Significant differences between 2002 and 2003 performance are bolded and italicized. See page A-1 for details.